



## TELEPHONE USER'S GUIDE



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# PREFACE



## Sections in this Chapter:

-  [Section 1: Introduction](#)
-  [Section 2: Two Ways to Make Changes](#)
-  [Section 3: Organization and Navigation](#)
-  [Section 4: Conventions](#)
-  [Section 5: Assistance](#)
-  [Section 6: Brief Summary of Sections](#)
-  [Section 7: Links to Related Documentation](#)
-  [Section 8: Contact Us](#)

## Section 1: Introduction to the Crexendo Telephone User's Guide

### Welcome to your Crexendo Telephone system!

This User's Guide is designed to provide all of the essential information you need to make full use of the Crexendo Telephone system. We have included descriptions of the equipment and its functionality as well as step-by-step procedures to use your device effectively.

### Hardware and Software

The Crexendo Telephone system uses both hardware (the phone or adaptor) and software (the Phone's Interface and the Crexendo Web Portal Interface) to program the phone for maximum benefit. It may take a combination of phone settings and portal options to make the feature you want work. This guide includes instructions for both.

## Section 2: Two Ways to Make Changes

As we stated above, the options and features that make up the Crexendo Telephone system can be activated and modified in two ways:

- 1) By using the phone's interface to change certain defaults and settings; and
- 2) By using the Crexendo Web Portal Interface—the free software that comes with your Crexendo Service Plan.

### Phone Interface

You interact with the Phone's Interface by pressing buttons and moving through menu options. You can change things like the Date and Time, the Ring Tone, and adjust the phone's various Volume options.

### Crexendo Web Portal Interface

This feature-rich software lets you build and control your phone system. Some of the many options (some limited to the System Administrator) include the ability to create users, create real and virtual Extensions, then link Numbers, Extensions, and Devices to those users. You can also customize your calling experience by creating statuses that let your customers find/follow you and add and schedule Menus and Auto Attendants to ensure your customers always get to the right person or group within your company. You may record your own customer prompts, greetings, and messages or upload them using your .wav files—this includes uploading your own Music on Hold. This is just a sample of the many ways you can configure the system to meet your needs.

This guide is functionality driven—we have collected many of the great things that you can do with your Crexendo Phone System into a logical, functional organization scheme and then provided instructions on how to make those options work for you using either or both Interfaces.

## Section 3: Organization and Navigation

### Chapters and Sections

The Crexendo Telephone User's Guide is organized into Parts, Chapters, and Sections.

**Parts** are made up of

**Chapters** which are comprised of  
**Sections**

Each Chapters will provide a list of all of its Sections on the first page with links to take you directly to the Section you want to review.

The four parts of the User's Guide are:

1. Your Equipment
2. Voicemail
3. Making & Receiving Calls
4. Troubleshooting

The guide continues on with two additional parts in the System Administrator's supplement:

5. Advanced Options
6. Call Routing

There is also a Table of Contents made up of links to help you navigate to the Part, Chapter or Section, that will provide the information you are most interested in.



## Section 4: Conventions

### Icons

In order to help you quickly locate the information you need within the User's Guide we have created icons that appear to the left of text to tell you just what kind of information is contained in the paragraph marked by the icon. The different icons are:

**STEPS** – The associated text lists a process usually involving a series of steps by which you achieve your goal. We will occasionally arrange these steps in a single phrase separated by the ">" character. For example, if you were to see the following:  
"Phone > Extensions > Personal Extension"  
You would know that this is a series of clicks in a path designed to get you to a final location, in this case, a Personal Extension screen



**INFO** - Informational notes give you a broader understanding or offer information that may provide additional context for the topic



**TIP** – These are helpful hints to make the task easier



**EXAMPLE** – Examples often help illustrate a point by showing the functionality being discussed in a scenario that will help it make sense



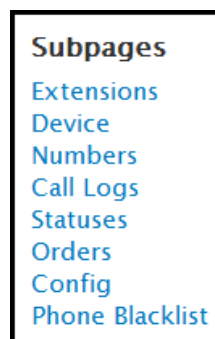
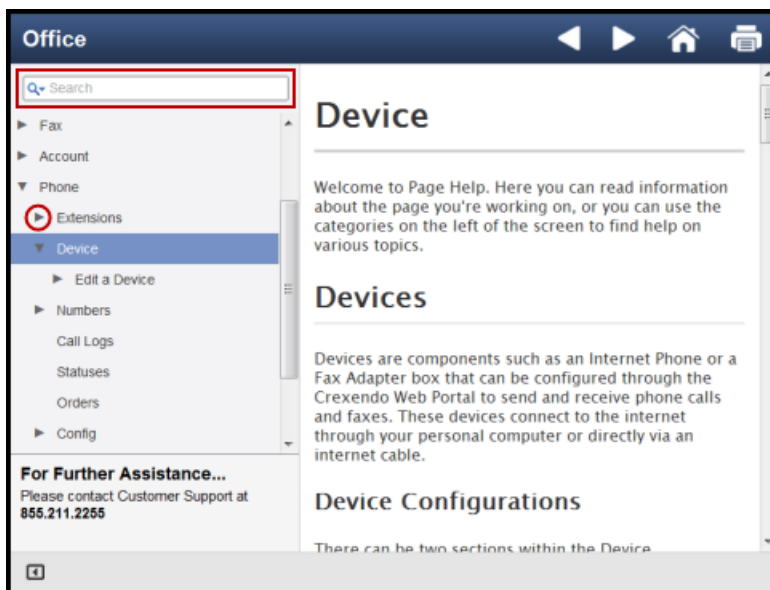
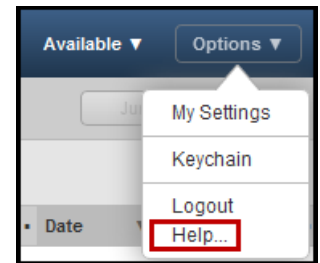
**WARNING** – Beware! The changes or decisions you make may be permanent and unrecoverable

We also use standard text formatting and strive to be consistent with the terms we use to help you clearly understand what we mean. For example, bolded text refers to an element displayed on the screen that you would click on (e.g. the **Submit** button) or a button/key to be pressed on the phone.

## Section 5: Assistance

### Help within the Crexendo Web Portal

- As you navigate through the Web Portal, context-sensitive Help screens can be accessed by clicking the **Options** dropdown at the top right of any screen and clicking on the **Help** Option
- A Help Screen will pop up letting you read the descriptions and instructions provided for the page on which you are located
- You can Search for topics of interest by entering a word in the Search Box. A list of Help screens containing the term you searched will appear. You can then click on any item in the list to see the associated Help screen
- Navigate to other Help screen subjects by clicking the triangle next to a topic to expand the view to related subpages
- You may also view a list of related subpage links at the bottom of each Help Screen



## Information on the [crexendotelecom.com](http://crexendotelecom.com) Website

- Our website is loaded with information to help you with questions about our products and services.
- View Videos, download guides and reference materials, or read the FAQ's and HowTo's.
- See the [Links to Related Documents](#) in Section 7



## Customer Support

- Contact your Crexendo System Administrator for first-tier answers and troubleshooting
- The Crexendo Cloud Communications Professional Services Support Team is ready to help at any time at **855.211.2255**

## Section 6: Brief Summary of the Parts, Chapters, and Sections in this Guide

### Table of Contents

#### Preface

1	<a href="#">Introduction</a>	An Introduction to the User's Guide
2	<a href="#">Two Ways to Make Changes</a>	Make changes by using either the phone's interface or the Crexendo Web Interface
3	<a href="#">Organization and Navigation</a>	How the Guide is organized
4	<a href="#">Conventions</a>	Defines the icons associated with different types of text, and standards used in the Guide
5	<a href="#">Assistance</a>	Where you can seek help for any/all questions
5	<a href="#">Brief Summary of Sections</a>	[This]
6	<a href="#">Links to Related Documentation</a>	Links to other helpful documents
7	<a href="#">Contact Us</a>	All the ways to reach us

## Part 1: Getting to Know your Phone

### Chapter 1: "Specifications and Connecting your Device"

1	<a href="#">Introduction to the SIP 300 Series Phones</a>	See below for a list of the contents of this section
	<a href="#">Specifications for the SIP 300 Series Phones</a>	View specifications, features of the SIP 300 Series Phones
	<a href="#">Key to SIP 300 Series Phone Options</a>	Definitions of the buttons and function keys on your phone
	<a href="#">Connecting your SIP 300P Model Phone</a>	Review easy-to-understand pictorial instructions for connecting your devices to the Internet and use links to videos on our website demonstrating how to connect
	<a href="#">Connecting your SIP 300G Model Phone</a>	
	<a href="#">SIP 300 Series Phone Display Icons</a>	Key to the Icons that display on your phone's screen
2	<a href="#">Introduction to the SIP 200 Model Phone</a>	See below for a list of the contents of this section
	<a href="#">Specifications for the SIP 200 Model Phone</a>	View specifications and features of the SIP 200 Model Phone
	<a href="#">Key to the SIP 200 Phone Options</a>	Definitions of the buttons and function keys on your phone
	<a href="#">Connecting your SIP 200 Model Phone</a>	Review easy-to-understand pictorial instructions for connecting your devices to the Internet and use links to videos on our website demonstrating how to connect
	<a href="#">SIP 200 Phone Display Icons</a>	Key to the Icons that display on your phone's screen
	<a href="#">Wall-Mounting your SIP 200 Phone</a>	Easily convert your desk phone to a wall-mounted unit

3	<a href="#">Introduction to the Digital Telephone Adaptor</a>	See below for a list of the contents of this section
	<a href="#">Specifications for the Telephone Adaptor</a>	View specifications, features and a Key to the buttons and functionality of the Telephone Adaptor
	<a href="#">Detail of the Telephone Adaptor</a>	View detailed images of the Adaptor
	<a href="#">Connecting your Telephone Adaptor</a>	Review easy-to-understand pictorial instructions for connecting your devices to the Internet and use links to videos on our website demonstrating how to connect

## Chapter 2: “Adjusting Your Phone”

1	<a href="#">Speakerphone</a>	Activate the Speakerphone before calling or during a conversation
2	<a href="#">Using a Headset</a>	Connecting your headset and using it to answer calls
3	<a href="#">Adjusting the Volume (Handset, Speaker, Headset, Ring)</a>	Use the Volume Key or the phone’s Interface to adjust the volume of calls or the phone’s ring
4	<a href="#">Ring Tones</a>	Choose your Ring Tone on the Phone
5	<a href="#">Setting Date &amp; Time</a>	Set the Date and Time formats on the phone display
6	<a href="#">Logging into the Crexendo Web Portal</a>	Log into the Crexendo Web Portal
7	<a href="#">Modifying the Phone’s Display Name Label</a>	Change the name that displays on the phone
8	<a href="#">Programming Feature Keys</a>	Create “one-click” shortcuts to allow you to Speed Dial, Forward all calls, Transfer to a specific number, set DND, or assign Feature Codes

## Part 2: Using Voicemail

### Chapter 1: “Setting Up Your Voice Mailbox”

1	<a href="#">Logging into Voicemail on the Phone</a>	Access your voice mailbox from the phone
2	<a href="#">Recording your Name</a>	Record your name to be played to callers reaching your phone
3	<a href="#">Recording your Greeting</a>	Record a voice mailbox greeting to be played to callers by recording your own voice, using a Text-to-Speech converter or uploading a custom .wav file
4	<a href="#">Changing your Voicemail PIN/Password</a>	Change your voice mailbox security PIN either through the phone’s Interface or via the Web Portal
5	<a href="#">Designating an “Operator”</a>	Select where customers will be routed when they press “0” (zero) to reach an operator

### Chapter 2: “Retrieving Voicemail messages & Voicemail Options”

1	<a href="#">Introduction to Voicemail Messages</a>	Understanding your Voicemail Message Options
2	<a href="#">Retrieving Messages From your Phone</a>	Access messages from the SIP phone
3	<a href="#">Retrieving Messages From an Outside Line</a>	Call your voice mailbox for messages using a phone outside the Crexendo system
4	<a href="#">Retrieving Messages From the Web Portal</a>	Listen to messages on-line through the Web Portal
5	<a href="#">Processing Voicemail Messages</a>	How to listen, save, delete or forward messages or automatically call the message leaver
6	<a href="#">Forwarding Messages to an Email Address</a>	Automatically convert voice messages to email and route them to a selected address

## Part 3: Making and Receiving Calls – The Basics

1	<a href="#">Making a Call</a>	Dialing an extension or an outside line using either the Handset, Speaker Phone, or Headset
2	<a href="#">Redial</a>	Call the last number you dialed using the <b>RD</b> button
3	<a href="#">Transfer a Call</a>	Gracefully send callers to other extensions or numbers with an option to announce the call to the recipient. Send calls directly to another's voicemail and unanswered calls to your voice mailbox
4	<a href="#">Forward Incoming Calls</a>	Automatically send unanswered calls to other extensions, numbers, or voice mailboxes using the phone's Interface, Feature Keys/Codes, or Statuses
5	<a href="#">Place/Retrieve Call on Hold</a>	Place/Retrieve a call on hold and add custom Hold Music
6	<a href="#">Do Not Disturb (DND)</a>	Inactivate calls to your phone by setting it to Do Not Disturb using the phone's Interface, Feature Keys/Codes, or Statuses
7	<a href="#">Call Waiting</a>	Accept incoming calls while already on a call; switch back and forth between calls
8	<a href="#">Two-Way Conference Calling</a>	Make a conference call using the phone's 2-party functionality or create a Conference Extension which allows 10-party calls with an optional Security PIN
9	<a href="#">Call History (Dialing From)</a>	View recent inbound and outbound calls and call someone back from the list
10	<a href="#">Statuses</a>	Use Find Me/Follow Me technology to ensure your calls are forwarded to you or set your phone to DND
11	<a href="#">Company Directory (SIP 300 Series Only)</a>	View and make a call from the Company Directory
12	<a href="#">Local Directory</a>	Add your own personal contacts to the Local Directory on your device

## Part 4: Troubleshooting

<a href="#">Troubleshooting the Crexendo SIP Phone</a>	A workflow to help diagnose problems with the phone
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## Section 7: Links to Related Documents

### Equipment Specifications

[SIP 200 Model Phone Specs](#)

[SIP 300 Series Phone Specs](#)

[Digital Telephone Adaptor \(DTA\) Specs](#)

### Installation Guides

[SIP 200 Model Phone Installation Guide](#)

[SIP 300 Series Phone Installation Guide](#)

[Digital Telephone Adaptor \(DTA Installation Guide\)](#)

### How To's

[How To's](#)

### FAQ's

[Frequently Asked Questions](#)

### QuickStart Guide

[QuickStart Guide](#)

### Quick Reference Guides

[SIP 200 Model Phone Quick Reference Guide](#)

[SIP 300 Series Phone Quick Reference Guide](#)

### Terms of Service

[Crexendo Business Phone Services Terms of Use](#)

### E911 Policy

[Crexendo Use of 911 Services Policy](#)

Listed here are links to other documents that you may find helpful. All of these can be found on our website:

[www.crexendotelecom.com](http://www.crexendotelecom.com)

## Section 7: Contact Us

### Have we helped?

Our goal is to assist you to make the most of your phone system. If the Guide doesn't do that, is unclear or not helpful, or is missing something you want to read about, we want to know that. You can help us by sending any corrections or suggestions to [cloudcommunications@crexendo.com](mailto:cloudcommunications@crexendo.com).

You may also reach our Professional Services Support Team by calling:

**855 211 2255**

Questions about additional equipment or services can be directed to our Sales Team by calling:

**877 517 7772**

The use of Crexendo equipment, software, and services is subject to the Terms of Service located on the Crexendo website: <http://www.crexendotelecom.com/terms-of-service>.

# Part 1: GETTING TO KNOW YOUR PHONE



Crexendo SIP Phones provide business-class features for today's communications needs. This section of the User's Guide provides detailed information about the different devices, how they work, and step-by-step instructions for the most frequently used calling processes.

**NOTE:** An Internet Connection is required for all Crexendo devices

# Chapter 1: Specifications and Connecting Your Device

## Sections in this Chapter:

### Section 1: [SIP 300 Series Phones](#)

- [Specifications](#)
- [Key to Phone Options](#)
- [Installation Guide and Video Link for 300P](#)
- [Installation Guide for 300G](#)
- [Phone Display Icons](#)



### Section 2: [SIP 200 Model Phone](#)

- [Specifications](#)
- [Key to Phone Options](#)
- [Installation Guide and Video Link for 200](#)
- [Phone Display Icons](#)
- [Wall-Mounting the Phone](#)



### Section 3: [Digital Telecom Adaptor](#)

- [Specifications](#)
- [Installation Guide and Video Link for DTA](#)



## Section 1: Introduction to the SIP 300 Series Phones

### SIP 300 Series Phone Specifications

The Crexendo SIP 300 Series Phones are advanced phone devices. The 300P model is Power over Ethernet (POE) enabled to allow power sourcing through POE-compliant equipment. The 300G phone is a gigabit Ethernet phone that is also POE-enabled and comes with a 4.3" color LDC screen. All 300-level phones come equipped with the following standard options:

- 6 phone lines to accommodate multiple inbound/outbound calls
- 48 keys including programmable and LED keys
- 2 x RJ45 Ethernet Ports to connect to the Internet, your PC, or your Network equipment
- 1 x RJ9 Headset Port
- 1 x RJ9 Handset Port
- Functionality available using the phone's buttons and native software:
- 3-way conference, Mute, Auto-Answer
- Voicemail, Black List
- Call Hold, Call Waiting, Call Transfer, Call Forward, Call Routing
- Intelligent Call Management
- Anonymous Call Rejection
- Call History - All Calls
- Do Not Disturb (DND)
- Headset Compatible
- Last Call Redial Key
- Volume adjustment

#### Network Features

- Auto-Provision: Firmware, Configuration etc.
- Standard Encryption and Authentication (MD5 and MD5-sess)
- SIP 2.0 (RFC3261) Protocol. NAT Traversal: STUN Mode
- RFC2833 Support for DTMF
- QoS: IEEE 802.1p/q Tagging (VLAN), Layer
- 3 QoS
- IP Assignment: DHCP / Static IP

#### Voice Features

- Full-Duplex Hands-Free Speakerphone Compliant with IEEE1329
- Narrowband Voice Codecs: G.711 u-Law & a-Law
- High-Definition Handset, High-Definition Speaker
- Supports HD Wideband Voice Codec: G.722
- Supports VAD, CNG, AEC, PLC, AJB, AGC

## Key to the SIP 300 Series Phone Options




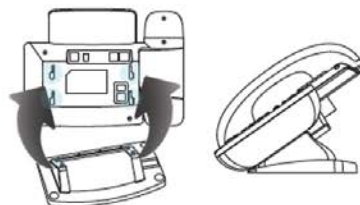
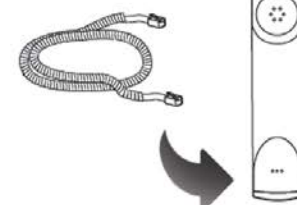
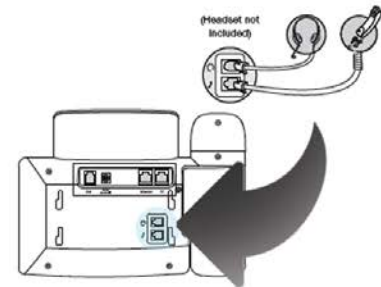
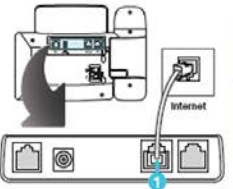
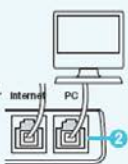
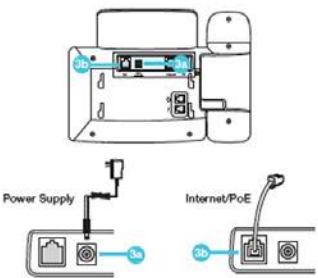


- |                  |                         |
|------------------|-------------------------|
| ① Display Screen | ⑨ Transfer              |
| ② Lines          | ⑩ Speaker               |
| ③ Feature Keys   | ⑪ Redial                |
| ④ Message        | ⑫ Volume                |
| ⑤ Headset        | ⑬ Cancel                |
| ⑥ Conference     | ⑭ Navigation/Scroll Pad |
| ⑦ Hold           | ⑮ Dynamic Softkeys      |
| ⑧ Mute           |                         |

## Connecting your SIP 300P Model Phone

The SIP 300P model Phone supports POE (Power over Ethernet) which means you can plug the device directly into the Internet port provided from your network equipment and maintain power to the 300P phone through that mechanism. A separate power adaptor is also included if needed. The step-by-step Installation Guide below can be used to hook it up. You may also click to view the helpful [How to Install Your Crexendo 300 Internet Phone](#) video located on our website.

**Welcome – Please Read First**
Quick Installation Guide: Crexendo 300P Internet Phone MODEL: IP-300P

**IMPORTANT: DO NOT PLUG IN POWER UNTIL INSTRUCTED**

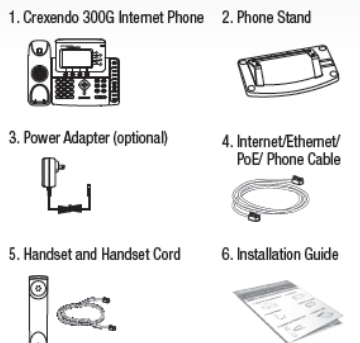
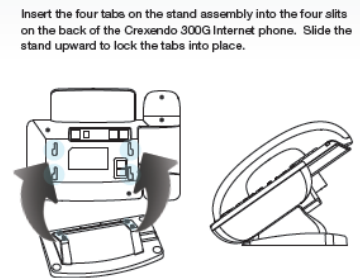
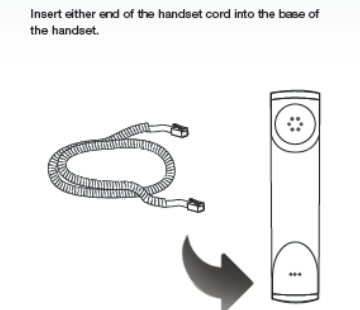
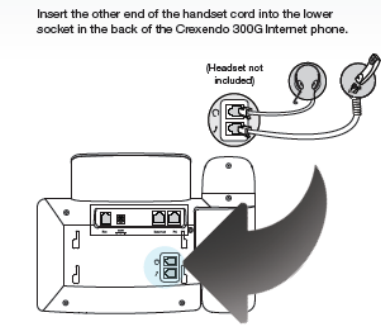
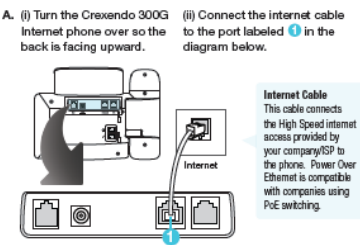
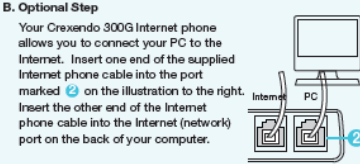
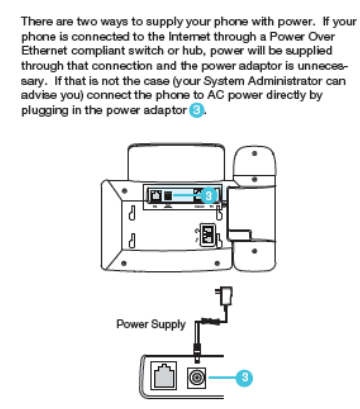
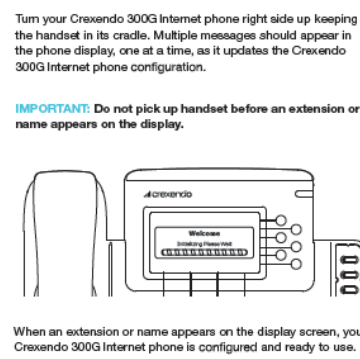

STEP 1: Unpacking Your Crexendo 300P Internet Phone	STEP 2: Assembling Your Crexendo 300P Internet Phone	STEP 3: Connecting Your Handset Cord	STEP 4: Connecting the Handset
<p>1. Crexendo 300P Internet Phone    2. Phone Stand</p> <p>3. Power Adapter (optional)    4. Internet/Ethernet/PoE/ Phone Cable</p> <p>5. Handset and Handset Cord    6. Installation Guide</p> 	<p>Insert the four tabs on the stand assembly into the four slits on the back of the Crexendo 300P Internet phone. Slide the stand upward to lock the tabs into place.</p> 	<p>Insert either end of the handset cord into the base of the handset.</p> 	<p>Insert the other end of the handset cord into the lower socket in the back of the Crexendo 300P Internet phone.</p> 
<p><b>STEP 5: Connecting to the Internet</b></p> <p>A. (i) Turn the Crexendo 300P Internet phone over so the back is facing upward.</p> <p>(ii) Connect the internet cable to the port labeled 1 in the diagram below.</p>  <p><b>Internet Cable</b> This cable connects to the High Speed Internet access provided by your company/ISP to the phone. Power Over Ethernet is compatible with companies using PoE switching.</p> <p><b>B. Optional Step</b> Your Crexendo 300P Internet phone allows you to connect your PC to the Internet. Insert one end of the supplied Internet phone cable into the port marked 2 on the illustration to the right. Insert the other end of the Internet phone cable into the Internet (network) port on the back of your computer.</p> 	<p><b>STEP 6: Connecting Power</b></p> <p>There are two ways to supply your phone with power. You can either connect the phone to the AC power directly 3a using the power adapter or 3b to a Power Over Ethernet compliant switch or hub. Your system administrator will advise you. If in-line power (PoE) is provided do not install the AC adapter. Make sure the ethernet cable and switch/hub are PoE compliant.</p> 	<p><b>STEP 7: Initialization and Configuration</b></p> <p>Turn your Crexendo 300P Internet phone right side up keeping the handset in its cradle. Multiple messages should appear in the phone display, one at a time, as it updates the Crexendo 300P Internet phone configuration.</p> <p><b>IMPORTANT: Do not pick up handset before an extension or name appears on the display.</b></p>  <p>When an extension or name appears on the display screen, your Crexendo 300P Internet phone is configured and ready to use.</p>	<p><b>STEP 8: Trouble Shooting</b></p> <p>If a name does not appear on the display screen within 15 minutes of connecting it to a power source, unplug the power cord and the Internet cable, or the PoE cable. Recheck all connections, then reconnect the power.</p> <p>If a name still does not appear in the display screen, please call Customer Support toll-free at 855.211.2255.</p>  <p>Watch the "300P Installation" video at: <a href="http://www.Crexendotelecom.com/300P-Install">www.Crexendotelecom.com/300P-Install</a></p>

# Connecting your SIP 300G Model Phone

The SIP 300G model Phone is a dual Gigabit Ethernet device with a color LCD screen. Like the 300P, this phone supports POE (Power over Ethernet) which means you can plug the device directly into the Internet port provided from your network equipment for power. The step-by-step Installation Guide below can be used to hook it up.

Welcome – Please Read First
 Quick Installation Guide: Crexendo 300G Internet Phone MODEL: IP-300G

**IMPORTANT: DO NOT PLUG IN POWER UNTIL INSTRUCTED IN STEP 6**

STEP 1: Unpacking Your Crexendo 300G Internet Phone	STEP 2: Assembling Your Crexendo 300G Internet Phone	STEP 3: Connecting Your Handset Cord	STEP 4: Connecting the Handset
<p>1. Crexendo 300G Internet Phone</p> <p>2. Phone Stand</p> <p>3. Power Adapter (optional)</p> <p>4. Internet/Ethernet/PoE/ Phone Cable</p> <p>5. Handset and Handset Cord</p> <p>6. Installation Guide</p> 	<p>Insert the four tabs on the stand assembly into the four slits on the back of the Crexendo 300G Internet phone. Slide the stand upward to lock the tabs into place.</p> 	<p>Insert either end of the handset cord into the base of the handset.</p> 	<p>Insert the other end of the handset cord into the lower socket in the back of the Crexendo 300G Internet phone.</p> <p>(Headset not included)</p> 
<b>STEP 5: Connecting to the Internet</b>			
<p><b>A.</b> (i) Turn the Crexendo 300G Internet phone over so the back is facing upward.</p> <p>(ii) Connect the internet cable to the port labeled <b>Internet</b> in the diagram below.</p>  <p><b>Internet Cable</b> This cable connects the High Speed internet access provided by your company/ISP to the phone. Power Over Ethernet is compatible with companies using PoE switching.</p> <p><b>B. Optional Step</b> Your Crexendo 300G Internet phone allows you to connect your PC to the Internet. Insert one end of the supplied Internet phone cable into the port marked <b>Internet</b> on the illustration to the right. Insert the other end of the Internet phone cable into the Internet (network) port on the back of your computer.</p> 		<p>There are two ways to supply your phone with power. If your phone is connected to the Internet through a Power Over Ethernet compliant switch or hub, power will be supplied through that connection and the power adaptor is unnecessary. If that is not the case (your System Administrator can advise you) connect the phone to AC power directly by plugging in the power adaptor <b>3</b>.</p>  <p>Turn your Crexendo 300G Internet phone right side up keeping the handset in its cradle. Multiple messages should appear in the phone display, one at a time, as it updates the Crexendo 300G Internet phone configuration.</p> <p><b>IMPORTANT: Do not pick up handset before an extension or name appears on the display.</b></p>  <p>When an extension or name appears on the display screen, your Crexendo 300G Internet phone is configured and ready to use.</p>	
<b>STEP 8: Troubleshooting</b>			
<p>If a name does not appear on the display screen within 15 minutes of connecting it to a power source, unplug the power cord and the Internet cable. Recheck all connections, then reconnect the power.</p> <p>If a name still does not appear in the display screen, please call Customer Support toll-free at 855.211.2255.</p> 			












See the complete User Manual for your Crexendo phone at [www.crexendotelecom.com](http://www.crexendotelecom.com)

Crexendo Cloud Communications


 crexendo® Rev. 082412

## SIP 300 Series Phone Display Icons

In the Display screen of the phone you may see various icons displayed. The Key below shows those icons and describes their meanings:

Icon	Description
	Handset Mode
	Hands-free Speakerphone Mode
	Headset Mode
	Call Mute
	Missed Call
	Received Calls
	Dialed Calls
	Call Forward
<b>DND</b>	Do Not Disturb
<b>AA</b>	Auto Answer – NOT USED
	Voicemail Message
	Network Unavailable
	Keypad Lock – NOT USED

## Section 2: Introduction to the SIP 200 Model Phone

### SIP 200 Specifications

The Crexendo SIP 200 Phone is a full-service desk phone equipped with the following standard options:

- 3-line LCD with an icon line and 2x15 character lines
- 31 keys including programmable and LED keys
- 2 x RJ45 Ethernet Ports
- 1 x RJ9 Handset Port
- 1 x RJ9 Headset Port

#### Functionality available using the phone's buttons and native software:

- 3-way conference, Mute, Auto-Answer
- Voicemail, Black List
- Call Hold, Call Waiting, Call Transfer, Call Forward, Call Routing
- Intelligent Call Management
- Anonymous Call Rejection
- Call History - All Calls
- Do Not Disturb (DND)
- Headset Compatible
- Last Call Redial Key
- Volume adjustment

#### Network Features

- Auto-Provision: Firmware, Configuration etc.
- Standard Encryption and Authentication (MD5 and MD5-sess)
- SIP 2.0 (RFC3261) Protocol. NAT Traversal: STUN Mode
- RFC2833 Support for DTMF
- QoS: IEEE 802.1p/q Tagging (VLAN), Layer 3 QoS
- IP Assignment: DHCP / Static IP

#### Voice Features

- Full-Duplex Hands-Free Speakerphone Compliant with IEEE1329
- Narrowband Voice Codecs: G.711 u-Law & a-Law
- High-Definition Handset, High-Definition Speaker
- Supports HD Wideband Voice Codec: G.722
- Supports VAD, CNG, AEC, PLC, AJB, AGC

## Key to the SIP 200 Phone Options








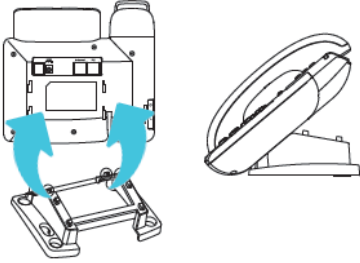
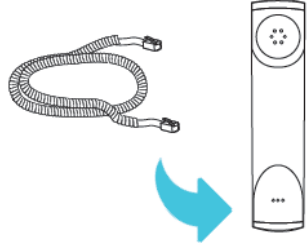
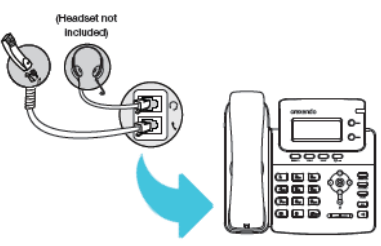
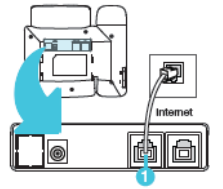
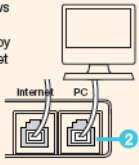
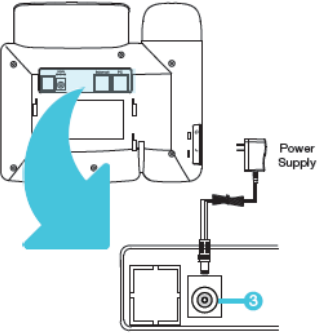
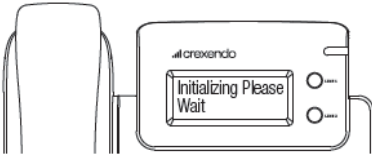

- |                  |                         |
|------------------|-------------------------|
| ① Display Screen | ⑧ Redial                |
| ② Lines          | ⑨ Speaker               |
| ③ Conference     | ⑩ Volume                |
| ④ Directory      | ⑪ Cancel/Mute           |
| ⑤ Message        | ⑫ Navigation/Scroll Pad |
| ⑥ Headset        | ⑬ Hold                  |
| ⑦ Transfer       | ⑭ Menu                  |

## Connecting your SIP 200 Model Phone


Connecting your phone SIP 200 phone is easy. The step-by-step Installation Guide below can be used to hook it up. You may also click to view the helpful [How To Install Your Crexendo 200 Internet Phone](#) video located on our website.

Welcome - Please Read Me First
 DO NOT PLUG IN POWER UNTIL INSTRUCTED

Quick Installation Guide: Crexendo 200 Internet Phone












STEP 1: Unpacking Your Crexendo 200 Internet Phone	STEP 2: Assembling Your Crexendo 200 Internet Phone	STEP 3: Connecting Your Handset Cord	STEP 4: Connecting the Handset
<div style="display: flex; flex-wrap: wrap;"> <div style="width: 50%;"> <p><b>Crexendo 200 Internet Phone</b></p>  </div> <div style="width: 50%;"> <p><b>Phone Stand</b></p>  </div> <div style="width: 50%;"> <p><b>Power Adapter</b></p>  </div> <div style="width: 50%;"> <p><b>Internet Phone Cable</b></p>  </div> <div style="width: 50%;"> <p><b>Handset and Handset Cord</b></p>  </div> <div style="width: 50%;"> <p><b>Guides</b></p> <ul style="list-style-type: none"> <li>• Quick Installation Guide - Crexendo 200 Internet Phone</li> <li>• Avail Quickstart Guide</li> </ul> </div> </div>	<p>Insert the four tabs on the stand assembly into the four slits on the back of the Crexendo 200 Internet phone. Slide the stand upward to lock the tabs into place.</p> 	<p>Insert either end of the handset cord into the base of the handset.</p> 	<p>Insert the other end of the handset cord into the lower socket in the base of the left side of the Crexendo 200 Internet phone.</p> 
<p><b>STEP 5: Connecting to the Internet</b></p> <p><b>A.</b> (i) Turn the Crexendo 200 Internet phone over so the back is facing upward.</p> <p>(ii) Connect the internet cable to the port labeled <b>Internet</b> in the diagram below.</p>  <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>Internet Cable</b> This cable connects the High Speed (examples: Broadband, DSL...) internet access provided by your ISP to the phone. This cable could be connected to your wall outlet, a cable modem box, or a router.</p> </div> <p><b>B. Optional Step</b> Your Crexendo 200 Internet phone allows you to connect your PC to the Internet. Connect your computer to the Internet by inserting one end of the supplied Internet phone cable into the port marked <b>Internet</b> on the illustration to the right. Insert the other end of the Internet phone cable into the Internet (network) port on the back of your computer.</p> 	<p><b>STEP 6: Connecting Power</b></p> <p>Insert the round end of the power cord into the port marked <b>Power</b> on the illustration below. Plug the other end of your power cord into a 110 AC power outlet (wall socket). Your Crexendo 200 Internet phone will begin updating the configuration.</p> 	<p><b>STEP 7: Initialization and Configuration</b></p> <p>Turn your Crexendo 200 Internet phone right side up and keep the handset in its cradle. Multiple messages should appear in the phone display one at a time as it updates the Crexendo 200 Internet phone configuration.</p> <p><b>IMPORTANT:</b> Do not pick up handset before an extension or name appears on the display.</p>  <p>When an extension or name appears on the display screen, your Crexendo 200 Internet phone is configured and ready to use.</p>	<p><b>STEP 8: Trouble Shooting</b></p> <p>If a name does not appear on the display screen within 15 minutes of connecting it to a power source, unplug the power cord, re-check all connections, then plug in the power cord again.</p> <p>If a name still does not appear in the display screen, please call VoIP Customer Support at 801-234-5991.</p> 

See the complete User Manual for your Crexendo phone at [www.Crexendo.net](http://www.Crexendo.net)

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## SIP 200 Phone Display Icons

In the Display screen of the phone you may see various icons displayed. The Key below shows those icons and describes their meanings:

Icon	Description
	Handset Mode
	Hands-free Speakerphone Mode
	Headset Mode
	Call Mute
	Missed Call
	Received Calls
	Dialed Calls
	Call Forward
<b>DND</b>	Do Not Disturb
<b>AA</b>	Auto Answer – NOT USED
	Voicemail Message (SIP 200)
	Network Unavailable
	Keypad Lock – NOT USED

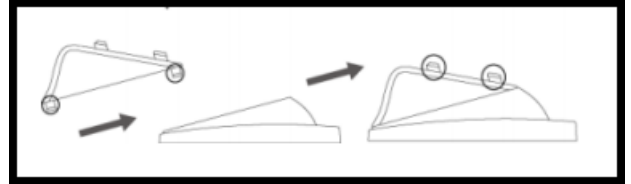
## Wall-Mounting Your SIP 200 Phone

To convert the SIP 200 Phone from a desk model to a wall-mounted phone,

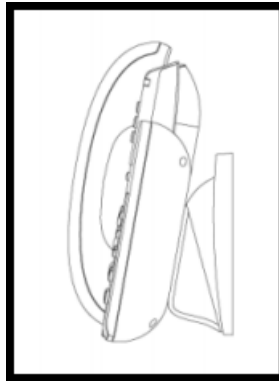
### STEPS:

- 1) Remove the phone stand from the phone.

- 2) The Stand can be separated into two parts.  
Reverse the parts and reattach them so that the angle of the phone is less severe.



- 3) Reattach the Stand to the phone.
- 4) Mount the Phone on the wall  
by suspending it from the two holes  
in the Stand.



## Section 3: Introduction to the Digital Telephone Adaptor

### DigitalTelephone Adaptor Specifications

The Crexendo Adaptor is a flexible device allowing you to connect your Fax machines, single-line phones, cordless/wireless dect phone systems, and even your PC.

#### Feature Specifications

**Ethernet Ports** 2 RJ45 (LAN/WAN)

**NAT/Router** Yes

**DHCP** Client/Server

**FXS Port** 2

**FXO Port** No

**PSTN Pass-through Port** No

**Voice Mail Indicator** Yes

**Voice Codec** G.711(a/u-Law)

**Remote Configuration** TFTP/HTTP

#### Technical Specifications

<b>Telephone Interfaces</b>	2 FXS ports, 2 SIP accounts
<b>Network Interface</b>	Two (2) 10M/100 Mbps, RJ-45
<b>LED Indicators</b>	Power, WAN, LAN, PHONE1 and PHONE2
<b>Reset Button</b>	Factory Reset button.
<b>Voice-Over Packet</b>	Voice Activity Detection (VAD) with CNG (comfort noise generation) and PLC (packet loss concealment),
<b>Capabilities</b>	Dynamic Jitter Buffer, Modem detection & auto-switch to G.711, Packetized Voice Protocol Unit (supports RTP/RTCP and AAL2 protocol), G.168 compliant Echo Cancellation, LEC (line echo cancellation) with NLP
<b>DHCP Server/Client</b>	Yes, NAT Router or Switched Mode
<b>Fax over IP</b>	G.711 for fax pass-through
<b>QoS</b>	Diffserv, ToS, 802.1 P/Q VLAN tagging
<b>IP Transport</b>	RTP/RTCP
<b>DTMF Method</b>	RFC2833
<b>IP Signaling</b>	SIP (RFC 3261)
<b>Provisioning</b>	TFTP, HTTP, HTTPS
<b>Management</b>	Auto provisioning system Support Layer 2 (802.1Q, VLAN, 802.1p), Layer 3 QoS (Tos, DiffServ, MPLS)
<b>Power</b>	Output: 12VDC, 0.5A / Input: 100-240 VAC/50-60 Hz
<b>Environmental</b>	Operational: 32°-104°F or 0°-40°C Storage: 10°-130°F / Humidity: 10-90% Non-condensing
<b>Dimensions (H x W x D)</b>	25mm x 115mm x 75mm (when laying flat); 115mm x 25mm x 75mm (standing up)
<b>Short &amp; long haul</b>	REN3: Up to 150 ft on 24 AWG line
<b>Call Handling Features</b>	Caller ID display or block, Call waiting caller ID, Call waiting/flash, Call transfer, hold, forward, 3-way conferencing
<b>Caller ID</b>	Bellcore Type 1 & 2
<b>EMC</b>	EN55022/EN55024 and FCC part 15 Class B
<b>Safety</b>	UL

## Detail of the Crexendo Adaptor





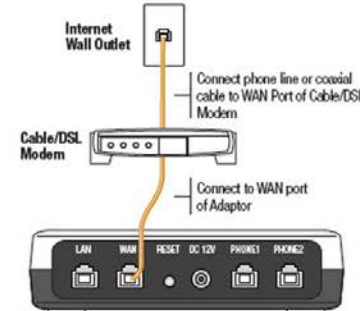
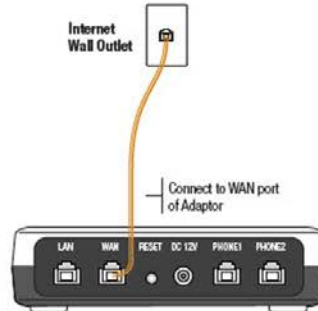
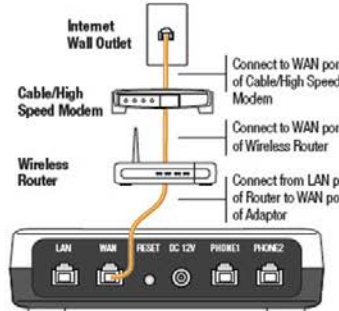


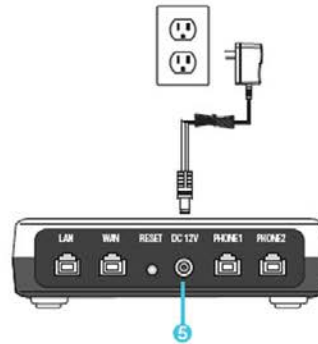
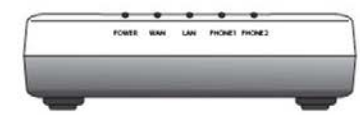




## Connecting your Digital Telecom Adaptor

Connect your Telephone Adaptor using the step-by-step Installation Guide below. You may also click to view the helpful [How To Install Your Crexendo Digital Telephone Adaptor](#) video located on our website.

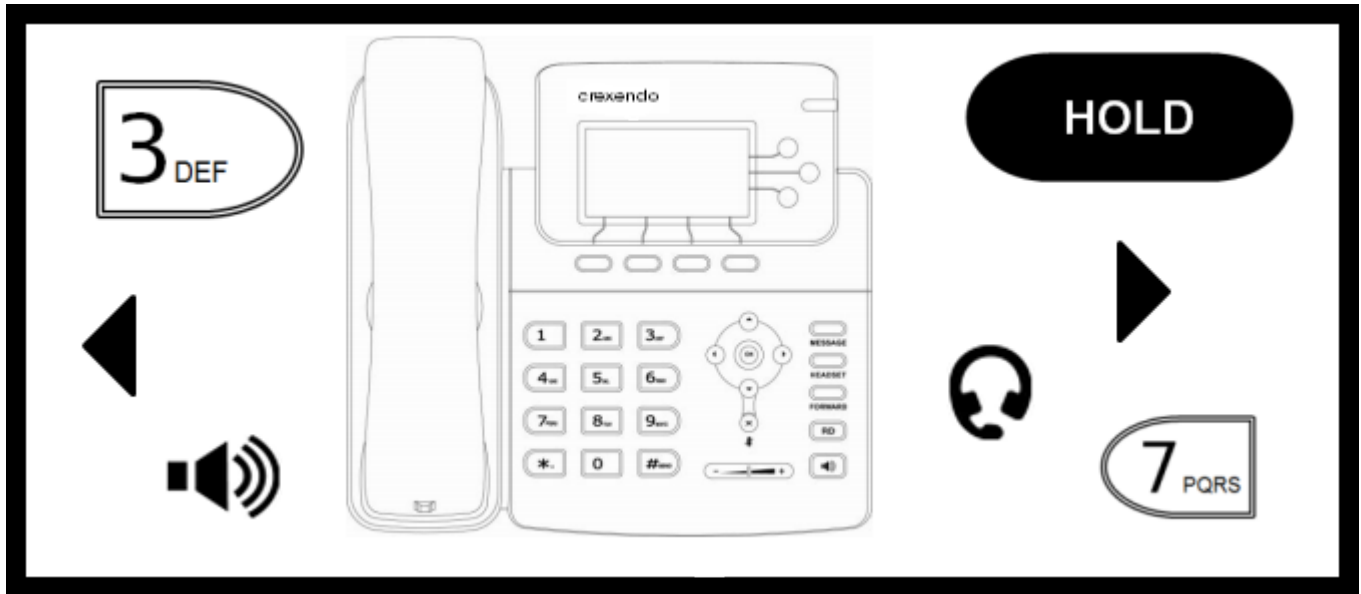
Welcome! Read First.
Step by Step Installation Guide: Crexendo Adaptor

Important: Do Not Connect Power Until Instructed.










<b>STEP 1: Unpack Adaptor</b>  1. Adaptor  2. Power Cord  4. Stand  3. Internet/PC Cable  5. QuickStart Guide	<b>STEP 2: Adaptor to Internet</b> <b>OPTION: A</b> Cable/DSL Modem Connection to Internet  <b>OPTION: B</b> Internet Outlet Connection to Internet  Typical Application for pre-wired office Internet <b>OPTION: C</b> Wireless Router Connection to Internet 	<b>STEP 3: Connect Devices to Adaptor</b> <p>The Adaptor allows for the connection of up to any two of the following devices: Traditional Phone, Cordless Phone, Dedicated Fax Machine, or an All-In-One Printer with Fax.</p> <p><b>A.</b> Connect the Internet cable to the port labelled 1 in the diagram below. Connect your home phone device(s) to either port labelled 2 or 3.</p>  <p><b>B. Optional Step</b> Your Adaptor allows you to connect your PC to the Internet. Connect your computer to the Internet by inserting the Internet cable into the port marked 4 on the illustration to the right. Insert the other end of the Internet cable into the Internet (network) port on the back of your computer.</p> 	<b>STEP 4: Connect Power to Adaptor</b> <p>Insert the round end of the power cord into the port marked 5 on the illustration below. Plug the power cord into a 110 AC power outlet (wall socket). Your Adaptor will begin updating the configuration.</p> 	<b>STEP 5: Wait for Initialization</b> <p>After connecting the power cord, the power light will display a steady green. After connecting to the WAN port, the green WAN light will flicker. (The LAN green light will also flicker if you have connected a device to the LAN port.)</p> <p>Once these connections are made, please wait 10 minutes for your Adaptor to complete initialization. Following initialization (10 minutes), your Adaptor is ready for use.</p>  <div style="background-color: red; color: white; padding: 5px; font-size: small;">                         If you do not receive a dial tone after the initialization is complete please call VoIP Customer Support at 1.888.211.2255 or 1.888.211.CALL.                     </div>	<b>STEP 6: Visit <a href="http://www.Crexendo.net">www.Crexendo.net</a></b> <p>Visit <a href="http://www.Crexendo.net">www.Crexendo.net</a> to:</p> <ol style="list-style-type: none"> <li><b>Log into your Crexendo Web Interface</b> The Web Interface is where you will access account info, set device and call functions, and view your contacts and emails.</li> <li><b>View User Guides</b></li> <li><b>View Product Guides</b></li> <li><b>Order Additional Services</b></li> </ol> 
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See the complete User Manual for your Crexendo Adaptor at [www.Crexendo.net](http://www.Crexendo.net)
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Rev. 011311

# Chapter 2: Adjusting Your Phone




## Sections in this Chapter:

-  [Section 1: Speaker Phone](#)
-  [Section 2: Using a Headset](#)
-  [Section 3: Adjusting the Volume \(Handset, Speaker, Headset, Ring\)](#)
-  [Section 4: Ring Tones](#)
-  [Section 5: Setting Date & Time](#)
-  [Section 6: Logging into the Crexendo Web Portal](#)
-  [Section 7: Customizing the Phone](#)
-  [Section 8: Modifying the Phone's Display Name Label](#)
-  [Section 9: Programming Feature Keys \(SIP 300 Series only\)](#)

## Section 1: Speakerphone

Your Speakerphone lets you converse using the speaker in the phone rather than using the handset. It is not the best way to have a private conversation; however, it is very convenient when you have several people around the phone who all need to hear one (or more) people on the other end of the call.

You can activate the speakerphone two ways.

- 1) Once a call has already begun on the handset – While using the handset, press the Speakerphone  button and hang up the handset. Pick up the handset if you want to resume the conversation using the handset.
- 2) Before a call is placed – Simply leave the handset on the hook (hung up) and dial the number you wish to reach. You will hear the tones of the number you dial, the ringing, and the entire conversation over the speakerphone.

## Section 2: Using a Headset


### Connecting your Headset

You may connect a headset to the phone by plugging it into the headset port on the bottom of the phone. (See Step 4 in the Phone Installation Instructions in Section 2 – [Connecting Your Device](#).)



A headset that supports an RJ9 (Modular jack) interface is required.

### Activating/Deactivating your Headset

Press the **HEADSET** Key on the phone to activate the headset. The Headset icon  will show in the Display.

To answer calls, press the Line Key of the incoming call (will be flashing) or the **Answer** SoftKey (SIP 300 Series Phone only).

Deactivate the Headset by pressing the **HEADSET** Key again.



## Section 3: Adjusting the Volume

There are four different volume controls that can be adjusted with the **Volume (+/-) Key**




: the Handset, Headset, Speakerphone and Ringer volume.

To raise or lower the volume on the Handset, Headset, or Speakerphone, simply press the **Volume (+/-) Key** up or down when the phone is in the process of dialing a call or during the call itself.

The Ringer volume can be adjusted at any time when the phone is idle (when the handset is hung up.)

To adjust the four different volume controls using the phone interface: \*

### STEPS:

- 1) Press **Menu**
- 2) Use the **Down Arrow** to move to the **Settings** Option > Press **OK**
- 3) Click **OK** on **Basic** Settings
- 4) Use the **Down Arrow** to move to the **Phone Volume** Option > Press **OK**
- 5) Use the **Up/Down Arrows** to select one of the four volume controls (Handset, Speaker, Headset or Ring) > Press **OK**
- 6) You may either use the **Volume (+/-) Key** or press the **Right/Left Arrows**  to increase/decrease the volume.

## Section 4: Ring Tones

The phone's Ring Tone can be customized to your preference by using the phone interface. \*

### STEPS:

- 1) Press **Menu**
- 2) Use the **Down Arrow** to move to the **Settings** Option > Press **OK**
- 3) Click **OK** on **Basic** Settings
- 4) Use the **Down Arrow** to move to the **Ring Tones** Option > Press **OK**  
A list of available Ring Tones (saved as .wav files) will display.
- 5) Use the **Up/Down Arrows** to select one of the Ring Tones > Press **OK**  
The Ring Tone will play briefly on the phone so you can decide if it is the one you wish to use. You may use the **Volume (+/-) Key** to increase/decrease the volume.
- 6) Save your desired Ring Tone by pressing either the **Save** Softkey (SIP 300 Series) or the **OK** button.

## Section 5: Setting Date and Time

The time and date should automatically appear on your phone when it is plugged in and goes through its power-up cycle. The date and time are set based on the time zone you specified at the time the order for the phone was placed. You may manually override the system-provided date/time at any time by using the phone interface.

### Setting the Date:

#### STEPS:

- 1) Press **Menu**
- 2) Use the **Down Arrow** to move to the **Settings** Option > Press **OK**
- 3) Click **OK** on **Basic Settings**
- 4) Use the **Down Arrow** to move to the **Time & Date** Option > Press **OK**
- 5) Use the **Up/Down Arrows** to select **Manual Settings**> Press **OK**  
You will be automatically positioned ready to edit the first character of the **Date** field.  
On the SIP **200** Model phone this will be the **Day** field. The Date is entered in **D-M-Y** format.  
On the SIP **300** Series phone this will be the **Year** field. The Date is entered in **Y-M-D** format.
- 6) Enter the Date in the format appropriate for your phone > Press **OK** or the **Save** Softkey (SIP 300 Series) to save the new date.

### Setting the Time:

#### STEPS:

- 1) Press **Menu**
- 2) Use the **Down Arrow** to move to the **Settings** Option > Press **OK**
- 3) Click **OK** on **Basic Settings**
- 4) Use the **Down Arrow** to move to the **Time & Date** Option > Press **OK**
- 5) Use the **Up/Down Arrows** to select **Manual** > Press **OK**  
You will be automatically positioned ready to edit the first character of the **Date** field.
- 6) Use the **Down Arrow** to move to the **Time** Option.  
You will be automatically positioned ready to edit the first character of the **Time** field. This will be the **Hour** field. The Time is entered in **HH-MM-SS** format.



- 7) Enter the Time in this format > Press **OK** or the **Save** Softkey (SIP 300 Series) to save the new time.

## Additional Date/Time Options for SIP 300 Series Phone

If you have a SIP 300 Series phone you will also have the following options:

- Changing the Time format from a **12-hour clock** to a **24-hour (military time) clock**

### STEPS:

- 1) Press **Menu**
- 2) Use the **Down Arrow** to move to the **Settings** Option > Press **OK**
- 3) Click **OK** on **Basic** Settings
- 4) Use the **Down Arrow** to move to the **Time & Date** Option
- 5) Use the **Down Arrow** to move to the **Time & Date Format** Option  
You will be automatically positioned ready to edit the **Clock** field
- 6) Use the **Right/Left Arrows** to toggle between the 12-Hour and 24-Hour clock
- 7) Press **OK** or the **Save** Softkey to save your selection

- Selecting a different **Date Display Format**. The options are:

- DD-MMM-YY
- YYYY-MM-DD
- DD/MM/YYYY
- MM/DD/YY
- DD MMM YYYY
- WWW DD MMM (The “W” in this case means “Weekday” and displays the name of the day of the week. For example, this format would display as “Tues 13 Oct.”)
- WWW MMM DD

### STEPS:

- 1) Press **Menu**
- 2) Use the **Down Arrow** to move to the **Settings** Option > Press **OK**
- 3) Click **OK** on **Basic** Settings
- 4) Use the **Down Arrow** to move to the **Time & Date** Option
- 5) Use the **Down Arrow** to move to the **Time & Date Format** Option  
You will be automatically positioned ready to edit the **Clock** field
- 6) Use the **Down Arrow** to move to the **Date Format** Option
- 7) Press the **Switch** Softkey to rotate amongst the Date Format options
- 8) Press **OK** or the **Save** Softkey to save your selection

✧



### WARNING

**A Factory Reset will erase all of your custom settings and return the phone to the default settings that were displayed when you originally received the phone.**

## Section 6: Logging In to the Crexendo Web Portal

In order to make changes from within the Crexendo Web Portal you must first log in. You do that by going to Crexendo's website [www.crexendotelecom.com](http://www.crexendotelecom.com). Click the "Login" link at the top of the page. You will be taken to the Keychain which controls the login process and security for the Crexendo Web Portal.



### New User?

If this is the first time you are logging into the Web Portal, you will need to register by adding a login email address and designating a personal password. Once you have registered, you will simply log in as a Returning User going forward.

A screenshot of the "keychain" login form. It has a title "keychain" in large white letters on a dark blue background. Below it is a white box with the title "Log In". Inside the box are two input fields: "License Number" and "Password". Red arrows point to both fields. At the bottom left is a link: "? Already have an account? Log In". At the bottom right is a yellow "Continue" button with a red border.

#### STEPS:

You will have been given a License number and a password by your System Administrator. Type in the license number and password and click the **Continue** button.

**Register:** In the Register screen you will enter the email address and password that you will use to log into the Web Portal going forward.

#### STEPS:

- 1) Enter your email address in the **Email** box.
- 2) Enter a new password in the **Password** box to replace the system-generated one you entered before
- 3) Re-enter the same password in the **Confirm** field

A screenshot of the "Register" form. It has a title "Register" in large white letters on a dark blue background. Below it is a white box with the title "Register". Inside the box are three input fields: "Email", "Password", and "Confirm". Red arrows point to all three fields. At the bottom left is a link: "? Already have an account? Log In". At the bottom right is a yellow "Register" button with a red border.



**INFO:** The password should be easy for you to remember, but also secure. The password must be at least six characters in length. Passwords are case-sensitive, so be sure to repeat any capital letters or special symbols you may have included when you confirm your password.

- 4) Click **Register** to move to the Messages screen in the Crexendo Web Portal. From here you can navigate to any of the options you require.

## Returning User?

Once you have registered as a user within the Crexendo Keychain process you will simply use the email address and password you used initially to register as your login credentials.

### STEPS:

- 1) Enter your email address in the **Email** box
- 2) Enter your password in the **Password** box
- 3) Click the **Log In** button

### Forgot Password?

If you have forgotten your password, you can click the blue “Forgot Password?” link at the side of the Password box in order to request that a new temporary password be emailed to you.

### Remember Me

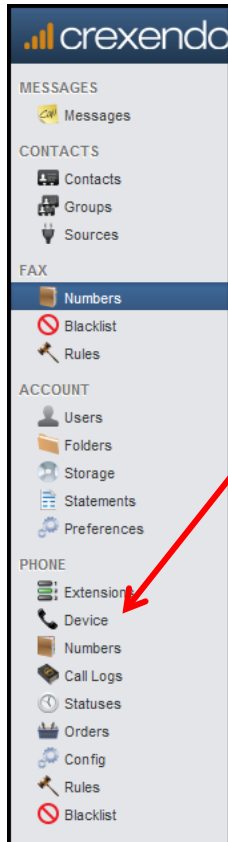
Checking the Remember Me box will automatically populate the Email field with your email address each time you log in.

If you wish to replace the email address that is currently being "remembered" with another email address, simply leave the box checked and type over the old email address with the new one. The latest email address is the one that will be remembered. Uncheck the box if you do not wish to have your email address automatically populate.



**INFO:** For security purposes you will need to re-enter your password every time you log in.

## Section 7: Customizing the Phone



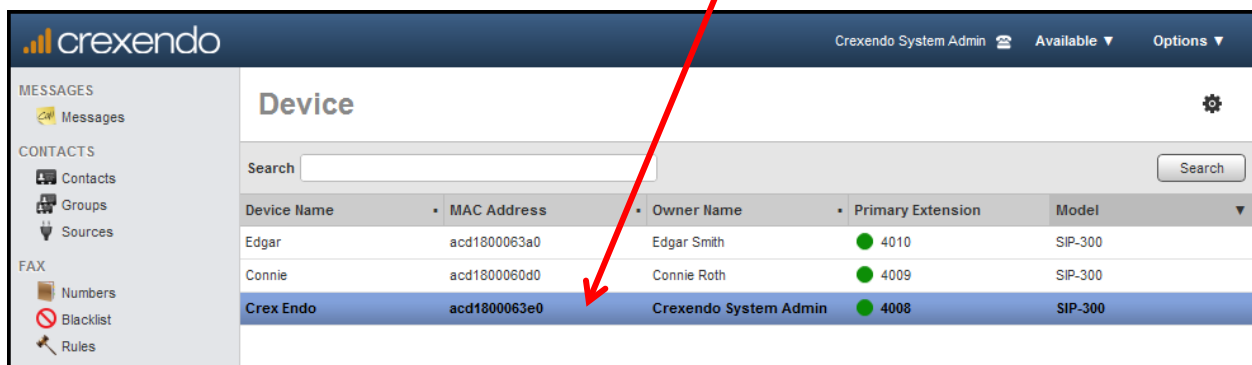
We make it easy for you to edit the information specific to your phone by providing an interactive picture of the device (specific to model) for you to edit. Simply click on the various buttons and display options on the device picture to receive popup windows that will guide you through configuring your phone.

To view this helpful Configuration screen:

### STEPS:

1) Click **Device** under the PHONE menu in the left navigation bar

2) Double-click on the row containing the device you wish to edit



A picture of the device you wish to edit will be displayed

## Section 8: Modifying the Phone's Display Name Label

The information in the Display screen of your phone consists of a name label as well as the date and time. The SIP 300 Series phone lets you see a name for each of the six lines available on that device. The SIP 200 Phone has two lines, but only the information on Line 1 appears in the phone's display.



**INFO:** Only Active Lines will appear on the phone's display screen.

The Name Label defaults to the name of the extension assigned to the device. This label can be modified by overriding the default. Note that the SIP 200 Phone's label comes from the information associated with Line 1 whereas the information for all of the active lines on the SIP 300 Series phone will be displayed.

To change the label information that displays on your phone, log into the Crexendo Web Portal and follow this process:

### STEPS:

- 1) Click **Device** under the **Phone** Menu in the left **Bar**
- 2) Double-click on the row containing the device you wish to edit. A picture of the phone will display with the Line 1 Edit box opened
- 3) Click into the **Label Override** field
- 4) Type in a new Label
- 5) Click the **Save & Reboot** (Back) button to to record your changes.



### WARNING

**Changes to the Device's Settings will require that the phone be rebooted.**

**Please allow the device plenty of time to reboot and save the changes. If your internet connection is through your PC you may lose access to the internet briefly until the process completes.**

**Changes made while devices are in use will be delayed until they are no longer busy. Devices will re-initialize at that time.**

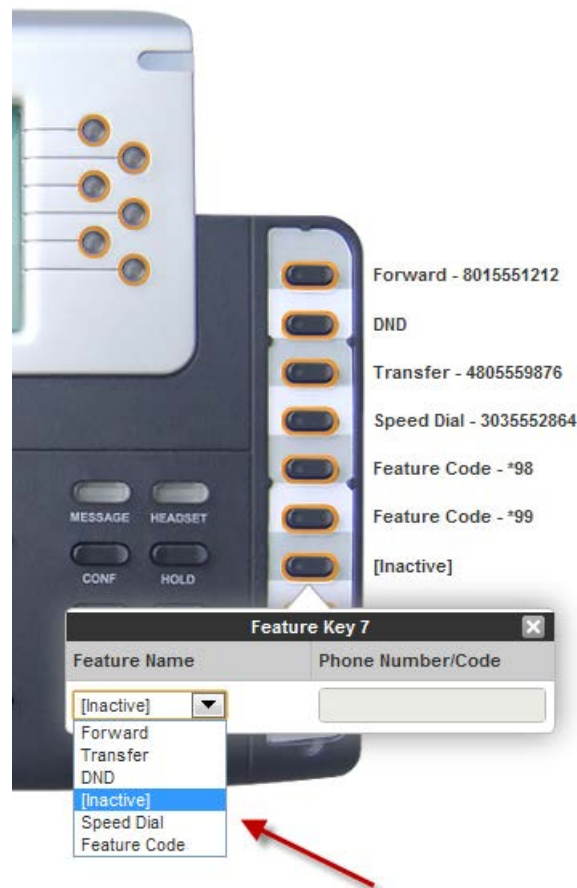
## Section 9: Programming Feature Keys (SIP 300 Series Phone Only)

Feature Keys are programmable keys allowing you to expand your call control options. You can program these additional Feature Keys to forward, transfer, speed-dial, or adhere to the functionality available from various Feature Codes (also known as “Star” Codes.)

On the SIP 300 Series Phone, there are 10 programmable Feature Keys. You can assign functionality to a key from within the Crexendo Web Portal.

### STEPS:

- 1) Click on **Device** under “Phone” in the left Navigation bar
- 2) Double-click on the line containing the phone you wish to modify  
A picture of the telephone will display
- 3) To edit a Feature Key click on the picture of the Key you wish to edit  
The **Feature Key Box** will Display
- 4) Click on the **Feature Name** Dropdown list to choose the function you wish to assign to this Feature Key.



## Feature Key Options

The options that can be programmed into each Feature Key are:

<b>DND - Do Not Disturb</b>	Pressing this button activates the <b>Do Not Disturb</b> functionality. All calls to the phone will be automatically sent to voicemail.
<b>Forward</b>	All calls to the phone will be automatically forwarded to the number you designate.
<b>Transfer</b>	You can automatically transfer the caller you are speaking with to the number you designate when you press this button.
<b>[Inactive]</b>	No special Feature Key functionality is enabled. If you no longer wish a Feature Key to be programmed for specific functionality, set it to [Inactive].
<b>Speed Dial</b>	The number you specify will be automatically called when you press the button. This can be either an extension or a local or long distance (10-digit) number.
<b>Feature Code ("Star" Code)</b>	<p>You must enter the * (asterisk) as well as the code number.</p> <p>Currently only four Feature ("*Star") Codes are available to program into Feature Keys:</p> <ul style="list-style-type: none"><li>*72 - Turn ON Call Recording</li><li>*73 - Turn OFF Call Recording</li><li>*98 - ACD Agent is Available</li><li>*99 - ACD Agent is Unavailable</li></ul>



If you choose the Forward, Transfer, or Speed Dial options you will need to enter a phone number in the **Phone Number/Code** box. If you are programming a Feature Code into the Key, enter the Code preceded by an asterisk (\*).

- 5) When you are done adding the programming to your Feature Keys, click the **Save and Reboot** button.



**WARNING:** Changes to the Device's Settings will require that the phone be rebooted.

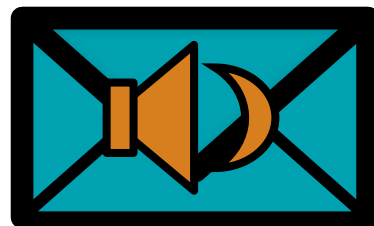
## Part 2: USING VOICEMAIL



# Chapter 1: Setting Up Your Voice Mailbox

## Sections in this Chapter:

- ☎ **Section 1:** [Logging into Voicemail on the Phone](#)
- ☎ **Section 2:** [Recording your Name](#)
- ☎ **Section 3:** [Recording your Greeting](#)
  - [By Calling Voicemail Directly](#)
  - [By Changing Voicemail Prompt in Crexendo Web Portal](#)
    - [Record Prompt using Text-To-Speech](#)
    - [Record Prompt in your own voice](#)
    - [Record Prompt by uploading a .wav file](#)
- ☎ **Section 4:** [Changing your Voicemail PIN/Password](#)
  - [By Calling Voicemail Directly](#)
  - [By Changing PIN/Password in Crexendo Web Portal](#)
- ☎ **Section 5:** [Designating an “Operator”](#)



## Section 1: Logging into Voicemail on the Phone

To set up or change your voicemail options you first need to log in.

### STEPS:

- 1) Lift Handset
- 2) If you already have a voicemail message waiting (the message light is lit), you can press the **MESSAGE** key on your phone to access your voicemail options  
OR  
Dial your Voicemail Pickup extension (usually 4000)
- 3) Enter your password
- 4) Press option 5 for **Advanced Options**



You may need to process any unheard voicemail messages before you can access the Advanced Options where you can edit your voicemail options.)

## Section 2: Recording your Name

Your name, recorded in your voice, is used to announce/identify you to your callers.

### STEPS:

- 1) [Log into your Voicemail](#) (Steps 1-4 in Section 1 above)
- 2) Press option 3 to record your name. You will be prompted to record your name by speaking into the phone.
  - Other Recording Options:
    - Press **2** to listen to the recording you made. If you are dissatisfied with the recording
    - Press **1** to delete and re-record
    - Press **3** to Save the recording



## Section 3: Recording your Greeting

Voicemail Greetings can be recorded two ways: By calling your voicemail directly and following the instructions on the phone or by using the Voicemail Prompt functionality within the Crexendo Web Portal. You may create multiple greetings to be used, for example, when you are out of town, in meetings, or otherwise unavailable. You then can designate which greeting is to be activated.



While you may have several Personal Extensions assigned to you as the Owner, only one Voicemail Greeting is used for all of those extensions

### Call Voicemail Directly

#### STEPS:

- 1) [Log into your Voicemail](#) (Steps 1-4 in Section 1 above)
- 2) Press option 1 to record your greeting.
- 3) You will be prompted to “Choose a Greeting between 1 and 9”. Because you can create more than one greeting you must choose a Greeting Number associated with each Greeting. Each Greeting will need a separate number.
- 4) Follow the recorded prompts to record your voicemail greeting by speaking into the phone.

#### Other Recording Options:

- Press **1** to Listen to the recording you made. If you are dissatisfied with the recording,
- Press **3** to Delete and Re-record
- Press **2** to Save the recording. You will be returned to the Advanced Options Menu

### Choose Your Greeting.

You must activate your Greeting in order for it to be played to your callers. (You will need to know the Greeting Number you assigned it when you recorded the Greeting.)

#### STEPS:

- 1) Press **2** in the Advanced Options Menu to **Choose your Greeting**
- 2) Press the number of the greeting you wish to activate. You will hear the recorded Greeting followed by the confirmation message: “Greeting “n” Selected” (where “n” is the number of the greeting.)



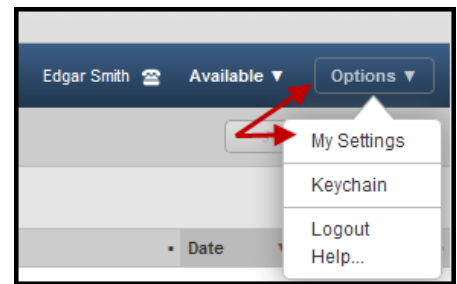
The number you assign to this greeting will be reflected as the line number associated with the Greeting in the Portal.

## Change Voicemail Prompt in Crexendo Portal

Access your voicemail options by clicking on the Personal **Options** dropdown list found at the top of the screen in the “Crexendo” bar and selecting **My Settings**

### STEPS:

- 1) In the Voicemail Prompts section, click on the **Gear** button and select the **Add** option.



The **Add a Recording** box will appear prompting you to choose from three different ways of recording the voicemail greeting:

- Use [Text-to-Speech recording](#) - Creates messages using an automated computer voice to read the words you provide
- [Call Me and record](#) - Uses your own voice to record and play messages and announcements
- [Upload a .wav file as my recording](#) - This option lets you upload and use any existing recordings of messages or music that you already have.

### To create a Text-to-Speech recording

### STEPS:

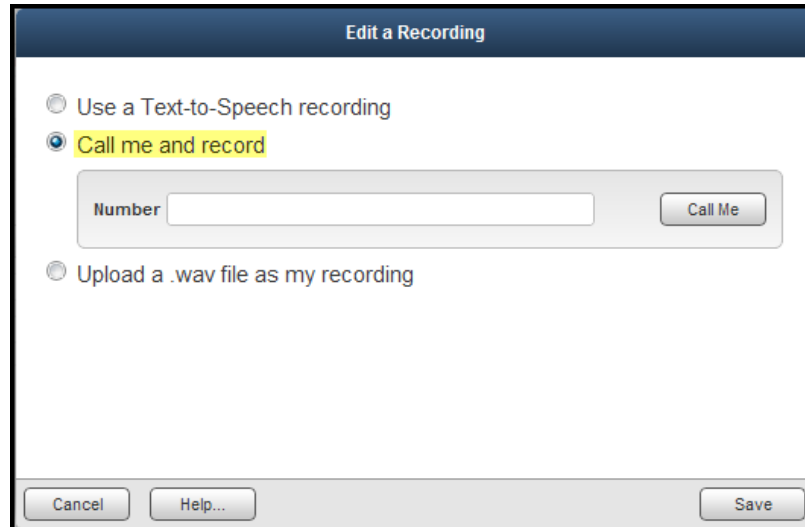
- 1) Click the radio button next to the **Use a Text-to-Speech Recording** option
- 2) Type the text of the voicemail greeting that you wish translated into speech in the **Text** box
- 3) The **Voice** dropdown menu lets you choose a male or female voice for your message
- 4) Click the **Save** button and return to the Settings screen.

A screenshot of the 'Add a Recording' dialog box. The title bar says 'Add a Recording'. There are three radio button options: 'Use a Text-to-Speech recording' (which is selected and highlighted in yellow), 'Call me and record', and 'Upload a .wav file as my recording'. Below the first option is a text input field labeled 'Text' and a 'Voice' dropdown menu currently set to 'Male'. At the bottom of the dialog are three buttons: 'Cancel', 'Help...', and 'Save'.

## To record your Voicemail Greeting in your own voice

### STEPS

- 1) Click the radio button next to the **Call me and record** option. A Number box appears where you will enter the phone number where you wish to be called in
- 2) order to make the recording



- 3) Enter the your extension or a 10-digit direct dial number (always include the Area Code; no preceding "1" is necessary) then click the **Call Me** button to initiate the call (you will automatically be returned to the Settings screen while you wait for the call)
- 4) You will receive a call at the number you specified. When you answer the phone, you will hear recording prompts beginning with: "This is the Crexendo Call Back Agent"
- 5) Press the **1** key to record your greeting

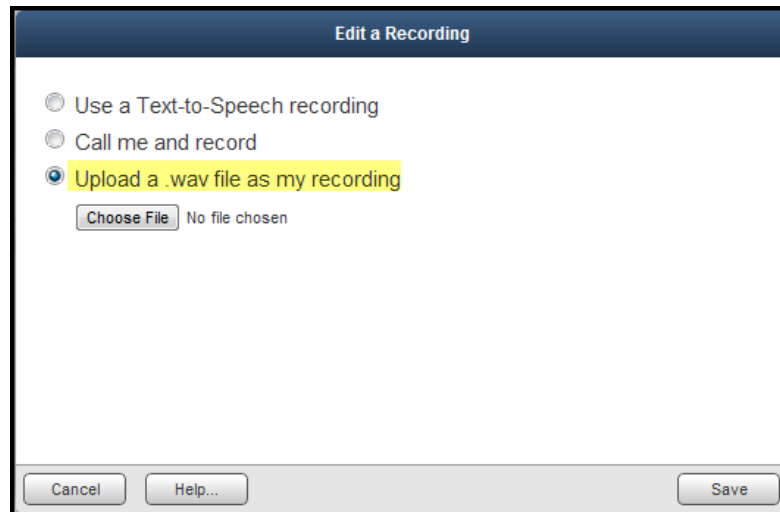
#### Other Recording Options:

- Press **1** to listen to the recording you made. If you are unhappy with the recording
- Press **3** to delete and re-record
- Press **2** to Save the recording

## To upload a .wav file to serve as your Voicemail Greeting

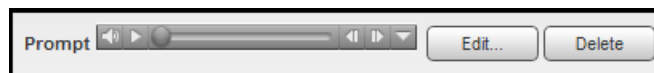
### STEPS

- 1) Click the radio button next to the Upload a .wav file as my recording option
- 2) Click on the **Choose File** button to locate the .wav file from the files on your PC
- 3) When you have selected the file, the name will appear next to the **Choose File** button



- 4) Click **Save** to import the Voicemail Greeting file. You will be returned to the Settings screen

You will see that a QuickTime Player has replaced the Add button. This Player tool will allow you to play your recording and listen to it over your computer's speakers or by plugging in headphones. The standard Volume Adjustments, Play, Pause, Go to Beginning and Go to End icon options are available.



If you do not have the QuickTime plugin downloaded on your PC you may do so for free from the Apple.com website.

- 5) To edit or replace the recording, click the **Edit** button. You will be prompted to upload a new file. You may also choose to delete the .wav file—this will remove the recording (including the QuickTime Player) revert your voicemail greeting to the default message provided with the system. The **Default** radio button will be re-checked.

## Activate a Different Voicemail Greeting in the Portal

The first greeting you create in the Portal will automatically be assigned as the active greeting and will be the one your callers hear when they reach your voice mailbox. If you have created multiple voicemail greetings to be used under different circumstances, and wish to switch to one of those greetings, simply click the radio button associated with the greeting under the **Active Prompt** heading. The new greeting will be played for callers as soon as you leave this screen, saving your changes.



## Section 4: Changing your PIN/Password

Your Voicemail PIN or Password is a four-digit security code that allows you to access your voicemail account. You will be prompted for this number when you retrieve your messages.

The security PIN/Password can be changed two ways: By calling your voicemail directly and following the instructions on the phone or by editing the Voicemail Options within the Crexendo Web Portal.

### Call Voicemail Directly to Change your PIN/Password

#### STEPS:

- 1) [Log into your Voicemail](#) (Steps 1-4 in Section 1 above)
- 2) Press option 6 to change your PIN/Password. You will be prompted to enter the four-digit number followed by the pound (#) key

The system will save your change and you should begin using the new PIN/Password immediately to retrieve your voicemail messages

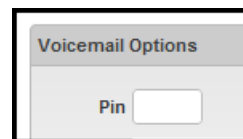
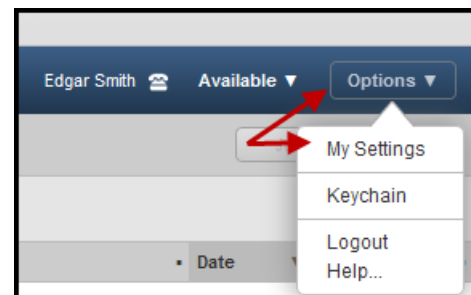
### Change PIN/Password in Crexendo Portal

Access your voicemail options by clicking on the Personal **Options** dropdown list found at the top of the screen in the “Crexendo” bar and selecting **My Settings**

Then, click on the **Phone** Tab.

#### STEPS:

- 1) In the Voicemail Options section, click into the “Pin” Box and type in the new four-digit security PIN/Password.



- 2) Click the **Users** (Back) button to save your changes.

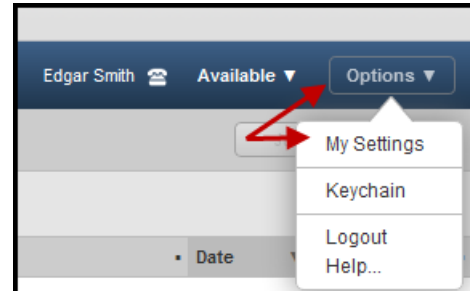
The system will save your change and you should begin using the new PIN/Password immediately to retrieve your voicemail messages

## Section 5: Designating an “Operator”

You have the option to allow callers to Zero-Out--press the “0” (zero) key during the voicemail announcement--in order to reach a designated operator. You can assign an Extension or Personal Number to act as the “Operator” within the Crexendo Web Portal. Pressing “0” will transfer the caller to the Extension or Personal Number you choose.

Access your voicemail options by clicking on the Personal **Options** dropdown list found at the top of the screen in the “Crexendo” bar and selecting **My Settings**

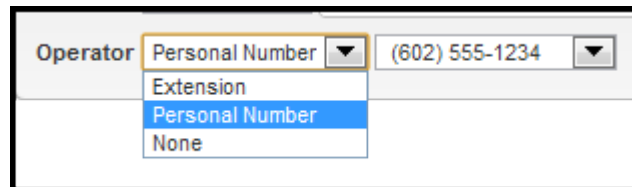
Then, click on the **Phone** Tab.



### STEPS:


- 1) In the Voicemail Options section, click the **dropdown arrow** next to “Operator”. Select either **Extension** or **Personal Number** from the list

A second dropdown box will display allowing you to select from a list of all of your extensions or all of the Personal Numbers on your system.



- 2) Click on the Number or Extension of your choice
- 3) Click on the **Users** (back) button at the top of the page to save your changes

Callers who press Zero (“0”) instead of leaving you a voicemail message will now be transferred to this location.

  
**WARNING**

**If you are designated as an Owner of any other extensions that use the Zero-Out-To-Reach-an-Operator functionality, the Operator you set here will become the designated Operator for all of those extensions.**

# Chapter 2: Retrieving Voicemail Messages & Voicemail Options

## Sections in this Chapter:

- ☎ **Section 1:** [Introduction to Voicemail Messages](#)
- ☎ **Section 2:** [Retrieving Messages From your Phone](#)
- ☎ **Section 3:** [Retrieving Messages From an Outside Line](#)
- ☎ **Section 4:** [Retrieving Messages From the Web Portal](#)
- ☎ **Section 5:** [Processing Voicemail Messages](#)
- ☎ **Section 6:** [Forwarding Messages to an Email Address](#)



## Section 1: Introduction to Voicemail Messages

You may retrieve your voicemail messages in several ways:

- **From your phone** - Listen to voicemail messages either through the Handset or over the Speaker Phone.
- **Dial into the system from an outside line** – Access your voicemail remotely
- **Using the Crexendo Web Portal** – Listen to Voicemail Messages over your computer's speakers or via headphones

Once you have successfully logged into your voicemail you will hear a count of the number of new messages you have. The system will automatically move to the first new message providing message-specific information including your extension, the extension number or phone number of the caller, and the date and time received. The message will then be played.



**TIPS:** To skip listening to voicemail messages entirely, press the “0” (zero) key. You will be taken to the Main Menu. If you wish to listen to the message but want to skip directly to the message without listening to the header (envelope) information, Press the “#” Key.

## Section 2: Retrieving Voicemail Messages from Your Phone

You may listen to voicemail messages from your phone either through the Handset or over the Speaker Phone.

### Listen to voicemail using the Handset

#### STEPS:

- 1) Lift the Handset
- 2) Press the lighted **MESSAGE** key on your phone  
OR  
Dial your Voicemail Pickup extension (usually 4000)
- 3) Enter your password followed by the pound (#) sign



The system will save your change and you should begin using the new PIN/Password

### Listen to voicemail over the Speaker Phone

#### STEPS:

- 1) Without lifting the Handset, press the lighted **MESSAGE** key on your phone  
OR  
Dial your Voicemail Pickup extension (usually x4000)
- 2) Enter your password followed by the pound (#) sign

## Section 3: Retrieving Voicemail Messages from an Outside Line

To retrieve voicemail messages from your phone using an outside line:

### STEPS:

- 1) Dial 877-282-4524
- 2) Enter the 10-digit Direct Dial number associated with your phone
- 3) Enter your Extension Number and PIN



**INFO:** You can also dial your 10-digit Direct Dial number and press the \* key when you hear the Voicemail prompt to trigger the voicemail login option.

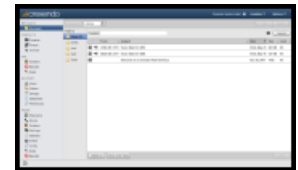


## Section 4: Retrieving Voicemail Messages using the Crexendo Web Portal

You may play the messages that appear in your Messages Inbox over the computer's speakers.

### STEPS:

- 1) When you log into the Crexendo Web Portal you are automatically positioned on the Messages page. You may also move to this page by clicking on **Messages** under the "Messages" heading in the left Navigation Bar

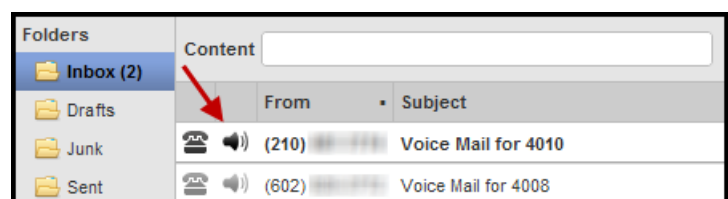


Calls to your phone are marked with a phone icon; phone calls with a voicemail message have both a phone icon and a speaker icon



- 2) Double-click on the row which includes the phone call with a voicemail message you wish to listen to

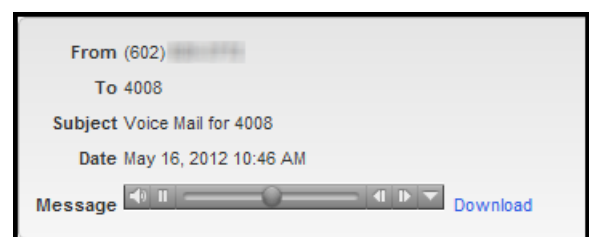
Information about the message including the originating phone number, the extension the call was placed to, and the date and time of the call will display along with a QuickTime Player. The message will begin playing immediately.



Use the QuickTime Player's standard Options to replay the message or adjust its volume



**INFO:** If you do not have the QuickTime plugin downloaded on your PC you may do so for free from the Apple.com website.



- 3) Click the **Message** (back) button at the top of the screen to return to Messages Inbox

## Section 5: Processing Voicemail Messages

Once you have listened to the voicemail message you will be presented with a series of options that can be accessed by pressing a number on the Keypad:

- 📶 **Listen** to the recording again
  - Press the “1” Key
- 📶 **Save** the message to listen to later
  - Press the “2” Key
- 📶 **Delete** the message
  - Press the “7” Key
- 📶 **Return the call** to the person who left the message
  - Press the “5” Key
- 📶 **Forward** the message
  - Press the “8” Key
    - i. To forward the message *without* recording an introductory message
      - Press the “8” Key again
    - ii. To forward the message *with* an introductory message
      - Press the “1” Key
      - Record your introductory message
      - Press **2** to save the message
      - Enter the Number where the message is to be forwarded followed by the pound (#) sign
- 📶 **Rewind or Fast Forward** a voicemail message (while listening to the message)
  - iii. Rewind
    - Press the “4” Key
  - iv. Fast Forward
    - Press the “6” Key

The message will rewind or advance a few seconds each time you press the key



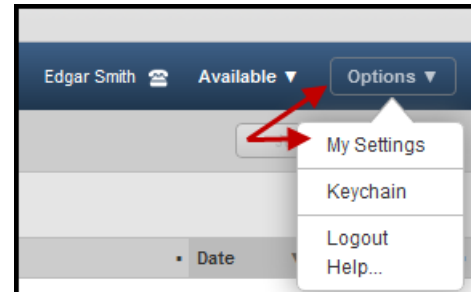
**TIP:** You may “skip” the introductory header (envelope) information and go directly to the message, or skip directly to the end of the message to select one of the processing options by pressing the pound (#) Key.

## Section 6: Forwarding Your Voicemail Messages to an Email Address

You may forward your voicemail messages as attachments in email messages to an email address you specify. This setting is user-specific and edited from within the Crexendo Web Portal by editing the user's Voicemail Options

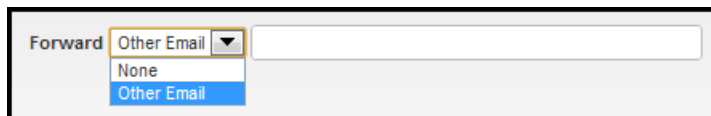
Access your voicemail options by clicking on the Personal **Options** dropdown list found at the top of the screen in the "Crexendo" bar and selecting **My Settings**

Then, click on the **Phone** Tab.



### STEPS:

- 1) In the Voicemail Options section, click the **dropdown arrow** next to "Forward". Select **Other Email** from the list
- 2) Click into the box next to the Forward Dropdown menu and type in the email address where you wish your voicemail messages sent.



- 3) Click on the **Users** (back) button at the top of the page to save your changes

Messages sent to this email address will still appear in the Messages Inbox and can be played over your computer's speakers or through headphones as well.

# Part 3: MAKING AND RECEIVING CALLS – THE BASICS



## Sections in this Chapter:

- ☎ Section 1: [Making a Call](#)
- ☎ Section 2: [Redial](#)
- ☎ Section 3: [Transfer a Call](#)
- ☎ Section 4: [Forward Incoming Calls](#)
- ☎ Section 5: [Place/Retrieve Calls on Hold](#)
- ☎ Section 6: [Do Not Disturb \(DND\)](#)
- ☎ Section 7: [Call Waiting](#)
- ☎ Section 8: [Two-Way Conferencing](#)
- ☎ Section 9: [Call History](#)
- ☎ Section 10: [Statuses](#)
- ☎ Section 11: [Company Directory \(SIP 300 Only\)](#)
- ☎ Section 12: [Local Directory](#)



## Section 1: Making a Call

You use a Crexendo Telephone to make a call the same way you would use any phone.

-  Make calls to fellow co-workers by simply dialing their 4-digit extension number
-  Make calls to outside customers or suppliers by dialing the Area Code + Phone Number.



**INFO:** There is no need to dial a “1” before dialing Long Distance. There is also no distinction between “Inside” and “Outside” calls. While you may still opt to use an Outbound Dial Code (traditionally this was a “9” preceding any calls outside the System), the Crexendo Telephone System does not require it.

You may make calls using the Handset, a Speaker Phone, or by using a Headset.



**INFO:** To expedite your call, press the “#” key after dialing the number. This lets you skip the pre-programmed “pause” time before a call begins dialing.


### Call Using the Phone Handset

#### STEPS:

- 8) Lift the Handset
- 9) Dial the number or extension of the party you wish to reach
- 10) Wait for the recipient to answer

### Call Using the Speaker Phone

#### STEPS:

- 1) Lift the Handset
- 2) Dial the number or extension of the party you wish to reach
- 3) Wait for the recipient to answer
- 4) Press the Speaker  button

#### OR

- 1) Do **not** lift the Handset
- 2) Dial the number or extension of the party you wish to reach
- 3) Wait for the recipient to answer

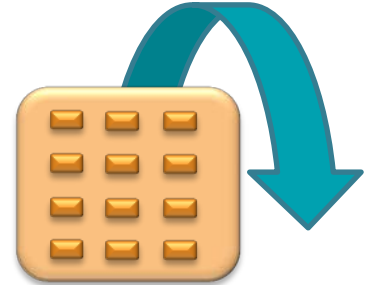
### Call Using the Headset

#### STEPS:

- 1) Press the Line button you wish to dial out on
- 2) Dial the number or extension of the party you wish to reach
- 3) Wait for the recipient to answer

## Section 2: Redial

The Redial functionality lets you call either the last number you dialed from your phone or view a list of numbers you have dialed previously and select one to call.



### Call Last Number Dialed

#### STEPS:

- 5) Lift Handset
  - 6) Press the **RD** button  
The last number you called from the phone will show in the Display and will be dialed automatically
  - 7) Wait for the recipient to answer
- OR**
- 1) Do **not** lift the Handset (the call will be made over the Speaker Phone)
  - 2) Press the **RD** button twice
  - 3) The last number you called from the phone will show in the Display and will be dialed automatically
  - 4) Lift the Handset to speak privately

### View and redial a list of called numbers

#### STEPS:

- 1) Do **not** lift the Handset
- 2) Press the **RD** button
  - If you are using a SIP 200 phone, the most recent of the numbers you have called from the phone will show in the Display
  - If you are using a SIP 300 Series phone, a list of the last four numbers associated with the last four calls you made from the phone will display
- 3) Use the **Up/Down Arrows** to move through the list of previous numbers called to select the number you wish to redial
- 4) Press the **RD** button again  
(Or, if you are using a SIP 300 Series phone, you may also press the **Send** softkey)
- 5) Lift the Handset if you wish to speak privately. Leave the Handset on the phone to conduct the call over the Speaker Phone.

## Section 3: Transfer a Call

Not all calls are for you. Often you will need to transfer a call to someone or somewhere else. You can transfer calls to other extensions or numbers, or to a voice mailbox.

There are two different ways to transfer a phone call:

**Blind Transfer** – Transfer a call directly to another party without introducing the caller to the recipient

### STEPS:

- 7) With the caller on the line, press the **TRAN** button
- 8) Enter the number or extension the call is to be transferred to
- 9) Press the **TRAN** button again

**Attended Transfer** – Wait for the recipient to answer and introduce the call before transferring the caller

### STEPS:

- 1) With the caller on the line, press the **TRAN** button
- 2) Enter the number or extension the call is to be transferred to
- 3) When the person answers, introduce the caller, then
- 4) Press the **TRAN** button again to connect the caller to the recipient



**TIP** - If the recipient doesn't answer and the caller does not wish to be transferred to a voice mailbox, you can press the "**X**" button to return to the call.

## Transfer to Another Extension's Voicemail

You can also transfer calls directly to another extension's voice mailbox without answering.

### STEPS:

- 1) With the caller on the line, press the **TRAN** button
- 2) Type **\*10** followed by the extension the call is to be transferred to
- 3) Press the **TRAN** button again

## Section 4: Forward Incoming Calls

Use the phone's interface to configure your phone to forward incoming calls to another number or extension



### STEPS:

- 1) On the phone, press **Menu**
- 2) Use the **Down Arrow** to move to the **Features** Option > Press **OK**
- 3) Press **OK** to accept the [Call] **Forward** option
- 4) Use the **Up/Down Arrows** to choose **Always** [Forward]
- 5) Use the **Left/Right Arrows** to toggle to "Enable"
- 6) Use the **Down Arrow** to move to the "Forward to:" prompt
- 7) Enter the number or extension where calls are to be forwarded
- 8) Press **OK** to save settings.

The ➞ symbol will show in the phone's display



**TIP** – The 200 Model Phone has a shortcut which lets you bypass the steps above. Simply press the **Left Arrow** to immediately receive the "Forward to:" prompt as in step 6.



**INFO:** Once the phone number is entered and saved you can toggle the **Enable/Disable** option to forward calls to this number as needed.



**TIP** - You may also forward an unanswered call directly to your voice Mailbox without answering the call

### STEPS:

- 1) While the phone is ringing, press the "X" button. The caller will be immediately transferred to your voicemail to leave a message

## Section 5: Place/Retrieve Call on Hold

You can place any active call on hold at any time. Using other lines on the phone you can then choose to make or receive other calls while the original call remains on hold. You can also place any of those additional active lines on hold if you so desire.

### STEPS:

To **place an active call on hold**, press the **HOLD** button. The light associated with the line on which the call was made will blink.

To **retrieve the call**, either press the HOLD button again or press the blinking line button. The call will resume.



**INFO:** The line button will blink to remind you that you have a call on hold on that line.



## Section 6: DND – Do Not Disturb

The Do Not Disturb Option forwards all calls immediately to voicemail without ringing the phone. DND is often used when the owner is going to be away from the phone and doesn't want its ringing to annoy others around it. You invoke the DND functionality two different ways:

### Set DND Using the phone's interface

#### DND for the SIP 200 Phone

##### STEPS:

- 1) On the phone, press **Menu**
- 2) Use the **Down Arrow** to move to the **Features** Option > Press **OK**
- 3) Use the **Down Arrow** to move to the **DND** Option > Press **OK**
- 4) Use the **Left/Right Arrows** to toggle to "Enable"
- 5) Press **OK** to save settings  
The **DND** Symbol will show in the phone's display



#### DND for a SIP 300 Series Phone

##### STEPS:

- 1) On the phone, press the **DND** softkey. The **DND** Symbol will show in the phone's display



**INFO:** As calls come in and are sent to the voice mailbox the Missed Call icon will appear and the message "n Missed Call" will show on the phone's display screen ("n" is the number of missed calls) ✓

**Set DND Using a Status in the Crexendo Web Portal** – See [Statuses](#) for instructions

## Section 7: Call Waiting

The Call Waiting feature is enabled on your phone. If you are currently on a call, a new call can still come through to the phone. You will hear a short beep and see the phone's power light begin to flash. You can then decide whether to accept the new incoming call.

### Accept an incoming call while already on a call

#### STEPS:

- 1) Press the **OK** button. This will put the first call on hold and allow you to speak with the new caller. To disconnect the second call, press the **MENU** key and then press the **HOLD** key to go back to the 1st call.

You also have the option to switch back and forth between the calls. Press the **HOLD** key while speaking with the second caller. The display will now show both calls; use the **Arrow** keys to select the caller you wish to speak with and press the **OK** button. You can disconnect from the call by pressing the **Menu** key

### Continue on your current call and not answer other incoming calls

Simply ignore them and do not answer. The caller will be directed to your voicemail.

## Section 8: Two-Way Conference Calling

- 1) Your phone has the capability to let you quickly host a conference call with two other people

#### STEPS:


- 1) Dial the first party you wish to include in your conference call
- 2) Once the first party has answered, press the **CONF** Key (this will place the first party on hold)
- 3) Dial the second party to the call
- 4) After the second party has answered, press the **CONF** Key again. All parties should now be connected

## Section 9: Call History (Dialing From)

Call History is a lot like the Redial function except that it saves the numbers of all calls you have made and all calls you have received. The Call History list is made up of Dialed calls, Received calls, Missed calls, and Forwarded calls. You may view, make a call or delete an entry from the Call History list

### Call History Actions on the SIP 200 Phone

#### STEPS:

- 1) If the Missed Call icon  is flashing and the “n Missed Call” message appears in the display, press the **OK** button to view Call History
  - 2) Use the **Up/Down Arrows** to navigate through the list of calls.
- OR**
- 1) If the phone is idle, press the **Up Arrow** button to access Call History
  - 2) Use the **Up/Down Arrows** to navigate through the list of calls.

### Call History Actions on a SIP 300 Series Phone

#### STEPS:

- 1) Press the **History** softkey to view Call History  
**A list of All Calls** made or received will appear in the list.
- 2) Use the **Right/Left Arrows** to view lists of calls separated by category (Dialed, Received, Missed, Forwarded)
- 3) Use the **Up/Down Arrows** to navigate through the list of calls associated with each category
- 4) Press **OK** to view information about the call including the caller's Name, Number, Time of the call and Duration.

### Make a call from the Call History List

#### Dialing from Call History on the SIP 200 Phone

While positioned on the call record, press the **OK** button to call the number

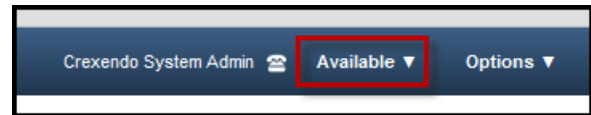
#### Dialing from Call History on a SIP 300 Series Phone

While positioned on the call record, press the **Dial** softkey to call the number



## Section 10: Statuses

Statuses let you change how or whether your phone calls reach you.

Your current Status is always displayed at the top of the Crexendo Web Portal next to your username and the phone icon.



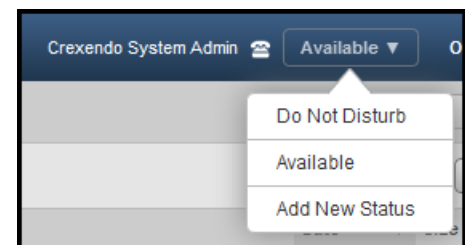
**Do Not Disturb** and **Available** are default statuses provided automatically by the Crexendo Web Portal. These statuses cannot be edited or deleted.

-  A status of **Available** indicates that calls to your personal extension(s), whether from another extension or from a direct inbound number associated with your extension, will ring to your phone.
-  Selecting the **Do Not Disturb** status will forward all calls to your voice mailbox without ringing the phone.

You can easily toggle between the **Available** and **Do Not Disturb** Statuses

### STEPS

- 1) Click on the current Status in the “Crexendo” bar at the top of the page to the right of the phone icon. (Usually the status displays as “Available”). A dropdown list of available statuses will display.
- 2) Click the desired Status; the name of the new Status will automatically display at the top of the Web Portal.



**INFO:** Contact your System Administrator if you wish to create a new Status that will let you automatically forward your calls to other phone numbers.

## Section 11: Company Directory (SIP 300 Series Phones Only)

Directories are lists of the users on your telephone system and their associated extensions. A SIP 300 Series phone can import a list of the users on your Crexendo system to a Company Directory on your phone. You can then page through the list and call the selected user from the phone.



**INFO:** Your System Administrator must enable this functionality before a Company Directory can be displayed.

To view and make a call from the Company Directory:

### STEPS:

- 1) Press the **Directory** Softkey
- 2) Use the **Down Arrow** to move to the **Remote Phonebook** Option > Press **OK**
- 3) Press **OK** again on **Company Directory**  
You will see “Loading, please wait” while the phone builds your list of Personal Extensions; The Extension names and associated extension numbers will display in a list
- 4) Use the **Up/Down Arrows** to select the user you wish to call > Press **OK**

## Section 12: Local Directory

In addition to your [Company Directory](#) you may add your own Personal Contacts directory to your phone by typing in the Contact name and phone number information directly on the phone. This information is stored only on your local phone and is not accessible from any other device. You may store either four-digit extensions for Users on your Crexendo System or local or long distance (10-digit) numbers of contacts outside of the system.

The instructions for adding contacts are slightly different depending upon whether you have a 300 Series SIP Phone or a 200 Model SIP phone.

## 300 Series Phone

### Adding Contacts to your Local Directory

#### STEPS

- 1) Press the DIRECTORY softkey.
- 2) Press **OK** to select the **Local Directory**
- 3) Press the **OK** button, then press the **Add** softkey.
- 4) Use your keypad to enter the name of the contact. You may have to press a number key more than once to get the correct letter. For example, to enter the letter L you will need to press the “5” key 3 times.
- 5) To enter a space, press the zero (0) key



**INFO:** You can change the input type format by pressing the Ab3 button again to switch between Ab3, abd, ABD, or 123 formats.



**TIP:** If you need to enter the same number or letter twice (e.g. the two L's in “Wells”) pause after entering the first letter/number. Once the cursor moves to the next blank space enter the 2nd letter/number.

- 6) Press the Down Arrow to move to additional fields to enter phone numbers for this contact. You may enter Office, Mobile, or Other phone numbers.
- 7) Press the **Save** softkey to add this user to your contacts list. The message “Saving Files! Please Wait” will display briefly



**INFO:** Contacts will be displayed alphabetically by name.

### Correcting Errors

Use the left or right arrows to position the cursor *after* the letter to be deleted then click the Delete Softkey. (This key works as backspace.)

### Editing or Deleting Contacts

#### STEPS

- 1) Open your list of contacts (Directory > Local Directory > Contacts) then use the Up/Down arrows to highlight the contact to be edited or deleted.
- 2) Press the **Option** softkey

To Edit: Using the Up/Down Arrows, highlight Detail and click OK. Arrow to the location you want to change and delete/add characters as needed.

To Delete: Using the Up/Down Arrows, highlight Delete and press OK. You will receive a warning message. Press the OK softkey to continue with deleting or the Cancel softkey to void the deletion.

## Dialing from the Local Directory

### STEPS

- 1) Open your list of contacts (Directory > Local Directory > Contacts) then use the Up/Down arrows to highlight the desired contact.
- 2) Press the **Dial** softkey to initiate the call

If you have entered more than one phone number for this contact you will see a list of their available phone numbers. Arrow Up/Down to highlight the number to be dialed, then press the **Dial** softkey to call that number.

## 200 Series Phone

### Adding Contacts to your Local Directory

#### STEPS

- 1) Press the DIRECTORY button. This is the button with the open book and “Ab3” under the display.
- 2) Press **OK** to select the **Local Directory**
- 3) Press the **Up Arrow** so that you see “<NEW ITEM> Add”. Press **OK**
- 4) Use your keypad to enter the name of the contact. You may have to press a number key more than once to get the correct letter. For example, to enter the letter L you will need to press the “5” key 3 times.
- 5) To enter a space, press the zero (0) key



**INFO:** You can change the input type format by pressing the Ab3 button again to switch between Ab3, abd, ABD, or 123 formats.



**TIP:** If you need to enter the same number or letter twice (e.g. the two L’s in “Wells”) pause after entering the first letter/number. Once the cursor moves to the next blank space enter the 2nd letter/number.

- 6) Press the Down Arrow to move to additional fields to enter phone numbers for this contact. You may enter Office, Mobile, or Other phone numbers.
- 7) When done, press the OK button to add this user to your contacts list. The message “Saving Files! Please Wait” will display briefly.



**INFO:** Contacts will be displayed alphabetically by name.

## Correcting Errors

Use the left or right arrows to move to the erroneous character. The character will flash. Press the “X” key to delete the character. To insert a character, move the cursor to the number or letter BEFORE the place where you want to insert additional characters. Press **OK** to save.



**TIP:** You may also use the “X” key as a backspace.

## Editing or Deleting Contacts

### STEPS

- 3) Open your list of contacts (Directory > Local Directory > Contact List) then use the Up/Down arrows to locate the contact to be edited or deleted.

To Edit: Press the Right Arrow until you see “Edit” then press the **OK** button. Arrow Up/Down to locate the name or phone number to be edited for this contact. Use the Right/Left Arrows change and delete/add characters as needed.

To Delete: Press the Right Arrow until you see “Del” then press the **OK** button. You will receive a warning message. Press the **OK** button to continue with deleting or the “X” button to void the deletion.

## Dialing from the Local Directory

### STEPS

- 3) Open your list of contacts (Directory > Local Directory > Contacts) then use the Up/Down arrows to locate the desired contact.
- 4) Press **OK** to dial the number

If you have entered more than one phone number for this contact you will see a list of their available phone numbers. Arrow Up/Down to select the number to be dialed, then press the **OK** button to call that number.



## Part 4: TROUBLESHOOTING



While rare, problems with your phone can occur. This could be a result of several factors: the phone itself malfunctions, the loss of or reduced quality of your Internet connection, or incompatibility in the software/firmware associated with the phone. The following diagnostic workflow will help with troubleshooting problems you might encounter. Please contact your System Administrator if you continue to have difficulty making or receiving calls.

# Troubleshooting the Crexendo SIP Phone

